Pause

ISSUE NO. 17

Life. Fun. Mediacom

Fast Five, Bridesmaids, Rio and More Summer Blockbusters Hit On Demand

RIO BRAVO!

Complete Mediacom
How-to Guides

New Shows Coming to Cable

– Test Drive –

The Fastest Internet!

Put yourself behind the wheel of this turbocharged Internet experience. Mediacom Residential Ultra 50 is next-generation technology.

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On behalf of our 4,500 local employees across the country, thank you for choosing Mediacom.

We know you have other choices for video, Internet and telephone service, so we take pride in putting the latest digital technology to work for you. The bottom line: We are committed to providing you the best services and the best customer experience.

AS THE SUMMER HEAT CONTINUES OUTSIDE, escape indoors for some well-deserved relief in the air conditioning. Mowing the lawn can wait until later when the sun is a bit less intense.

That's right, it's a good time to read this new issue of *Pause*, the Mediacom magazine that explores living with modern technology, in-home entertainment possibilities and, well, Mediacom itself.

We'll look at the new series to hit cable television this fall. We'll offer our picks and preview those programs that look most promising so you'll be set to program your DVR. Preview a few of the movies new to Video On Demand in the coming weeks, among them the hit, *Bridesmaids*, with Kristen Wiig and crew, the fast action of *Fast 5* and the thriller, *Hanna*, starring the superb but unpronounceable Saoirse Ronan.

The second half of *Pause* is dedicated to providing you the information you'll need to get the most from your Mediacom services, from discovering all the capabilities of your Mediacom remote to rebooting your modem to setting parental controls. Remember, if this information doesn't do the trick, you always have Mediacom assistance over the phone 24 hours a day.

Have a good summer, and be good to your TV.

Pause

Mediacom

ROCCO COMMISSO
Chairman and CEO

JOHN PASCARELLI
EVP Operations

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SVP Marketing & Consumer Services

JEFF MYERS
VP Sales & Marketing, North Central

JOHN WOODS
VP Advanced Consumer Products

BRIAN MENARD
Sr. Dir. Marketing & Sales, South Central

GARY LINDEMANN
Sr. Dir. Video Marketing

ERICA BRABBIN
Marketing Administrator

Mediacom Communications Corp.
100 Crystal Run Road
Middletown, NY 10941

CUSTOMER SERVICE: (855) MEDIACOM
www.MediacomCable.com

MEGHAN HAMMOND
Senior Publisher

MARK SORENSEN
Editor
PauseFeedback@FlynnWright.com

JASON HANDY
Art Director

ANDREA BREEN
National Account Executive

Advertising Inquiries
Meghan Hammond, Senior Publisher
PauseAdvertising@FlynnWright.com

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Everyone, Everywhere Is Gonna Love It!

If you thought your DVR was convenient before…
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Whole House DVR

Record up to six programs at a time.

Watch any recorded program on any DVR in the house!

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New Seasons. New Series.

There are plenty of new and returning series to tune in to on Mediacom Cable this summer.

The final season of *Entourage*, premieres Sunday, July 24 only on HBO

HBO – *Entourage*

In its eighth and final season, *Entourage* promises to bring more laughs as Vince, E, Johnny Drama, Turtle and Ari wrap up their escapades. This hit comedy series draws on the experience of Hollywood insiders, and stars Adrian Grenier, Kevin Connolly, Kevin Dillon, Jerry Ferrara and three-time Emmy® winner Jeremy Piven.

The final season promises to include some twists and turns that fans might not expect. As the last season of *Entourage* wraps up, some are speculating that a film could be in the works. The eight-episode season kicks off Sunday, July 24.

AMC – *The Walking Dead*

Not for those with weak stomachs, *The Walking Dead* follows survivors of a zombie apocalypse and tells the story of the weeks and months that follow. Based on the comic book by Robert Kirkman, *The Walking Dead* returns this fall and fans can expect a darker and gorier sophomore season. It's more than the threat of zombies for these characters; they'll also have to deal with contaminated water, a lack of medicine and more explosions.

HBO – *Curb Your Enthusiasm*

Season eight of *Curb Your Enthusiasm*, the Emmy®- and Golden Globe®-winning comedy starring Larry David as himself, kicks off its ten-episode eighth season Sunday, July 10. If you've never caught *Curb* before, now is the time to tune in as Larry moves between L.A. and New York City this season.

The show features David as an over-the-top version of himself in an unsparing but tongue-in-cheek depiction of his life. *Curb* distorts what is reality and what is fiction with a host of characters who are real and fictional. *Curb Your Enthusiasm* is HBO's longest-running comedy or drama series.

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STARZ – *Torchwood: Miracle Day*

In one of the most anticipated premieres this summer, STARZ brings viewers *Torchwood: Miracle Day*. Based on the BBC hit series, this cult favorite premieres July 8, tells the story about the day when no one dies, all across the world. And the next day, and the next, and the next, people keep aging. They get hurt and sick, but they never die. The CIA brings in Captain Jack and Gwen Cooper to get to the bottom of the surging population, indestructible criminals and a host of other problems only one could imagine with an overnight over-population. The new generation of *Torchwood* stars alumni John Barrowman as Captain Jack and Eve Myles as Gwen Cooper – as well as newcomers Mekhi Phifer, Bill Pullman, Alexa Havins, Lauren Ambrose and Arlene Tur – in a race against time to find out who is behind this unnatural event.

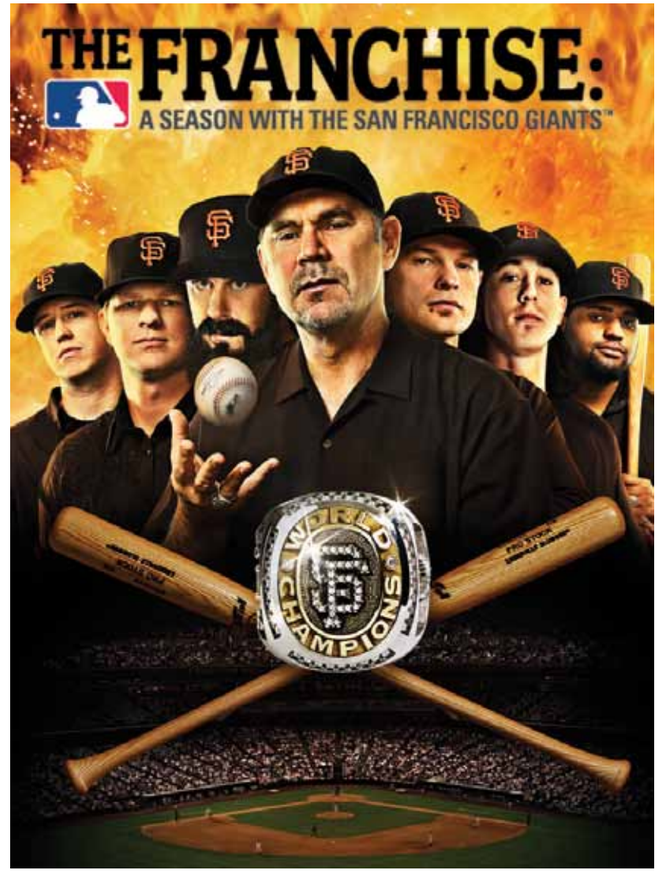
Torchwood: Miracle Day premieres Friday, July 8 on Starz®

SHOWTIME® - *The Franchise*

While reality shows might seem all the same and hardly worth mentioning, *The Franchise: A Season with the San Francisco Giants* has potential to be a home run, pun intended. The series delves into the lives of Major League Baseball players – from the San Francisco Giants, to be exact.

The Franchise follows the Giants after their historic World Series win in 2010 when they beat the Texas Rangers 3-1 in game five. While no one had a camera following this group during their championship season, we get a glimpse into lives of ball players during the offseason and heading into 2011 spring training. It's not all long balls, road trips and ballparks to pitcher Tim Lincecum, third baseman Pablo Sandoval and catcher Buster Posey. This SHOWTIME SPORTS® series is about the struggles, relationships and day-to-day lives of Major League Baseball players. With nearly 30 men spending every day together there's sure to be a few characters who stand out in this docu-series.

The Franchise: A Season with the San Francisco Giants begins July 13.



TLC – *Freaky Eaters*

"I'm so hungry I could eat a horse." You may have said it from time to time, but, folks, some of this program's featured eaters might actually eat one. Or pounds and pounds of cheesy potatoes, tartar sauce or meat.

Freaky Eaters tells the story of individuals with food addictions. From obsessions with maple syrup to corn starch, these freaky eaters must confront the painful truth behind their food obsessions and come face-to-face with the destructive side effects in this reality series on TLC.

TLC – *I Kid with Brad Garrett*

Brad Garrett (*Everybody Loves Raymond*) hosts this Ryan Seacrest Production that takes a hilarious and insightful look into the minds of kids and gets their perspective on the world around them. Garrett joins kids and serves up his comedic instincts and enthusiasm as he gets their candid and unfiltered reactions from different events – like their first contact with aliens.

A bride models one of Kleinfeld's designer dresses on *Say Yes to the Dress*

TLC – *Say Yes to the Dress*

A show completely devoted to the wedding dress, *Say Yes to the Dress* reveals the inner workings of the world's premier bridal salon, Kleinfeld Bridal. Part fashion show, part bridal story, part family therapy, the series uncovers the hurdles every staff member faces to make each bride completely satisfied on what may be the single most important day of her life.

TLC – *Cake Boss*

Buddy Valastros is the cake boss. Master baker of Carlo's City Hall Bake Shop in New Jersey, Buddy is one of the most successful and renowned cake artists in the United States. His team includes his mother, four older sisters and three brothers-in-law. And when there is a lot of family there is usually a lot of drama.

Cake Boss returns with all new creations

Discovery – *Mythbusters*

Mythbusters, which first launched on Discovery Channel in 2003, is inspiring a generation to inquire, interact and get involved with science…by using experimentation to prove or disprove popular myths, misconceptions or legends. Eleven new episodes are due to air starting in October and will include topics such as: if a pigeon lands on the roof of a car, which is hanging precariously over a cliff's edge, could it provide enough force to send the car plunging over the side? Fresh off its third consecutive Emmy® nomination, *Mythbusters* is sure to bring more explosive science-y goodness this season.

True or false? Find out on the next season of *Mythbusters*

DEXTER returns for its sixth season Sunday, October 2 on Showtime®

Showtime – *Dexter*

Prepare yourself for D-Day. The explosively popular *DEXTER*® is back for its sixth season. Dexter Morgan, a Miami Metro Police Department blood spatter analyst, leads a double life. When he's not helping the homicide division solve murders, he satisfies his dark desires by hunting and killing bad guys who slip through the justice system.

One year older and wiser, Dexter's living the good life. He's come to terms with who he is and has perfected the delicate balance of work, family and his deadly extracurricular activities. But does his need to kill overpower his desire for human connection? His perfect existence is shattered when he crosses paths with an enemy unlike any he's faced before: a delusional zealot with unflinching convictions. This new adversary soon draws him into a dangerous game that could well end in disaster. Don't miss Golden Globe® winner Michael C. Hall plus special guest stars Colin Hanks, Mos Def and Edward James Olmos in the new season of starting Sunday, October 2.

Bravo - *The Real Housewives of Beverly Hills*

The Real Housewives of Beverly Hills returns for a second season of glitz, glamour and high drama on Monday, September 5. The original six ladies are back, including: Taylor Armstrong, Camille Grammer, Adrienne Maloof, Kim Richards, Kyle Richards and Lisa Vanderpump. This season the ladies are joined by two new friends, Brandi Glanville and Dana Wilkey, who certainly know how to stir things up in the world's most famous zip code.

Sisters Kim and Kyle are still trying to mend their relationship after last season's blow-out fight. Camilla is back and focusing on starting her new life without her husband, Kelsey. While each of the ladies has her share of drama, they also know how to have fun in true Beverly Hills style. With trips to Hawaii, Vegas and Vail, jaw-dropping parties and shopping sprees on Rodeo Drive – *The Real Housewives of Beverly Hills* does not disappoint.

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Jason Derulo at last year's VMAs

MTV – *Video Music Awards*

You know you hate to be left out of the water-cooler talk. And everyone's going to be talking about this year's *MTV Video Music Awards*, as it's headed back to the West Coast. Whether it's a meat dress or an interrupted winner's speech, there's sure to be wild moments at the music industry's biggest celebrity party.

Tune in to watch the likes of Katy Perry, Adele and Kanye as the 2011 winners are announced. VMA rookie Young The Giant will perform live, along with Chris Brown, Lil Wayne and others. Watch all the fashion and all the action on Sunday, August 28th, live from Los Angeles.

TeenNick – *The 90's Are All That*

Who loves orange soda? Kel, of course! If you knew the answer, here's great news: from midnight to 2am, TeenNick brings back programming from the 1990s, including *All That*, *Kenan & Kel*, *Clarissa Explains It All* and *Doug*. So now, Mom and Dad, when you're up with that crying baby, catch your favorite Nickelodeon shows from when you were growing up.

The block premieres on July 25 and will air Mondays-Fridays from 12am-2am EST.

Nickelodeon – *Victorious*

It's not just the first day of school, it's the first day at a new school for Tori Vega. Tori is about to start high school at Hollywood Arts, a performing arts school where her talented peers are hoping to be the next Elton Johns and Natalie Portmans. Not only is the stress of being the new kid weighing on Tori, but so is seeing herself in a new light – the spotlight! Catch new episodes Saturday nights only on Nick.

Meet the cast of Nickelodeon's *Victorious*

Quick Tips

GET THE MOST FROM YOUR MEDIACOM SERVICE

How to Change Your E-mail Password

1) Open your browser and go to www.MediacomToday.com. You may need to enter your ZIP code so it can load your local Mediacom page. Click on the blue link labeled "Reset Password/Manage E-mail Accounts."
2) Enter your entire e-mail address, and be sure to include @mchsi.com or @mediacomcc.net at the end of your address.
3) Enter your password.
4) Click "Reset Password."
5) Enter the answer to your security question.
6) Click "Submit."
7) Enter a new password:
   - A valid e-mail password must be 8 to 16 characters long, and can't contain any spaces.
   - Passwords are case-sensitive; "OpenSesame" is different than "opensesame."
   - Be aware that the password is private information that opens access to your account, so it shouldn't be easy to guess. If you can't easily remember it, please write it down, but keep it in a secure location.
8) Click "Submit."
9) You should receive a message stating: "You have successfully changed the e-mail password."
10) If your password didn't reset, call Internet Technical Support at the telephone number listed on your Mediacom bill.

How to Get Your Cable TV Picture Back in Focus and Your Internet Connection Back Up to Speed

IS YOUR CABLE TELEVISION PICTURE a touch twitchy these days? Is the program guide not telling you the entire story? How about your Internet service? A tad slow? Or perhaps even on strike?

Your cable TV control box or Internet modem may be on the fritz. But don't call your Mediacom technician just yet. You may be able to fix these headaches with a little know-how and a few flicks of the wrist.

In geek terms, the trick to getting back on track is called "re-booting." In real-people terms, it means unplugging your cable box from its power supply and then plugging it back in. Same goes for your Internet modem, which streams the Mediacom broadband service that lets you access the Internet world, as well as send and receive e-mail.

FIRST, LET'S LOOK AT YOUR CABLE TV SET-TOP BOX. YOU HAVE A PROBLEM IF:

- The on-screen guide is showing only some channel information or none at all.
- The time on the interactive program guide is incorrect.
- The picture is "tiling," or breaking up into small squares.
- There's no sound, even if the volume is turned up.

IF, INDEED, ONE OF THESE ISSUES SOUNDS FAMILIAR, HERE'S WHAT TO DO:

1) Unplug the set-top box's power cord from the wall outlet or power strip, or unplug the power inlet on the back of box.
2) Wait 20 seconds.
3) Plug the power cord back in.

The set-top box then begins to cycle through its startup process, and it may take a good 20 minutes. (The TV guide information display will read "to be announced" during the cycle.) When it's done, you should be back in business.

NOW, ON TO THE CABLE MODEM, WHERE YOU HAVE A PROBLEM IF:

- You can't browse the Internet.
- It takes a long time for your computer to connect to the Internet or can't connect at all.
- There has been a power outage.
- You're hooking up or unhooking a router in your wireless network.

TO REBOOT YOUR CABLE MODEM:

1) Verify whether the modem has a battery backup. If there's a battery, remove it. If there's no battery, continue to step 2.
2) Unplug the power from the modem. (If the lights do not go off, there's a battery in the EMTA.)
3) If you're using a router (to link several computers), unplug the power cord from the router.
4) Shut down the computer.
5) Wait at least 30 seconds.
6) Check the cables on the back of the modem, PC and router to make sure that everything's securely connected.
7) Verify that the telephone cord is plugged into the port labeled Tel 1/2 or Tel 1 on the back of the modem. Do not use Tel 2.
8) Plug in only the modem's power cord.
9) Wait until the modem has completed the startup process before proceeding. (The lights will light up, go out, and come on one at a time.)
10) Plug the power into the router.
11) Wait for the router to complete the startup process.
12) Start the computer.
13) If there's a battery, reinstall it in the modem.

If you're still having problems connecting to the Internet, not getting a dial tone, experiencing phone-related problems, or the lights on the modem aren't coming on correctly, contact Internet Technical Support.

Have more questions? See Mediacom's How-to Guide on page 25. If the tips here or in the How-to Guide do not resolve the problem you're facing, call Technical Support at the number listed on your bill.

Making Sense of Your Monthly Mediacom Bill

YOUR MONTHLY CABLE BILL CAN BE CONFUSING. But if you know a few basics about how Mediacom charges for the services you order, figuring out your statement may not be such a difficult task.

The services that Mediacom delivers are billed one month in advance. Any time you order a new service, two charges turn up on the next bill you receive: the first is the monthly charge for that particular service; the second is a partial-month charge, which includes adjustments for the services that were not billed in your previous month's statement.

An example: Let's say you've already received Mediacom's May bill covering May 5 through June 4. On May 18 Mediacom installed high-speed broadband service. When you receive your June bill, you will see two charges: a charge for the service in June, as well as a partial-month charge covering the number of days in May when you received the new service.

Monthly Charges

05/05-06/04	Mediacom Online Service (3)	**$47.95**
05/18	Mediacom Online Service ..... Partial Month(s) **May 18 (1) - June 4 (2)**	**$27.84 (4)**

How partial month charges are calculated:

(1) Install date ..... May 18
(2) End billing date. ..... June 4
Number of days billed for: ... 18
(3) Monthly rate $47.95
Monthly rate/31 = Daily rate .. $1.546
($47.95 ÷ 31)
(4) Partial-month charge $27.84
Multiply the number of days billed (18) by the daily rate ($1.547) to determine the partial-month charge

If you ever receive an e-mail requesting personal information from any party claiming to be Mediacom, forward it to abuse@mediacomcc.com, and then delete it.

Beware of Suspicious E-mail

HAVE YOU EVER RECEIVED A SUSPICIOUS E-MAIL from your bank or someone you do business with that asks you to send them highly personal information, such as a Social Security or credit card account number? Chances are high that the e-mail is fraudulent.

Most reputable businesses don't request sensitive information via e-mail. But someone out there in cyberspace is betting that you'll reply with a sensitive password, account information, a Social Security number, an e-mail ID, a birth date, or your bank account information. If you *do* reply, cyber-thieves can use that information to rip you off or even steal your identity.

The bottom line: Never, under any circumstances, give out any sensitive information in response to an e-mail.

Mediacom does not request personal or financial information through e-mail communication. If you ever receive an e-mail requesting personal information from any party claiming to be Mediacom, immediately forward it to abuse@mediacomcc.com and then delete it.

NEW LIVES *for Old Electronics*

Any more, it feels like we can't go a week without some new technology or a new generation of gadget being launched. Whether it's 3D televisions, mini-notebook computers with 11-inch screens that weigh next to nothing or 60-inch monitors with LED backlights, people love their new toys. But what becomes of the electronic equipment the new models replace?

www.wikihow.com/Convert-an-Old-TV-Into-a-Fish-Tank

THROWING YOUR OLD ELECTRONICS IN THE TRASH MIGHT BE EASY, but it's also one of the worst ways to dispose of them. Why? Most electronic equipment contains toxic or radioactive contaminants, everything from lead, mercury and polyvinyl chloride to trace elements of americium, arsenic, barium and many others. The worst offenders, old tube TVs and computer monitors, contain two pounds of lead on average. Trashed equipment usually finds its way to landfills, where these contaminants leech into the soil and groundwater. For this reason, a growing number of communities and states have banned the unauthorized disposal of electronic trash.

Because throwing them away is unthinkable, find a recycling location near you that accepts electronic equipment, and is able to properly recycle or reuse the parts. Every state contains multiple recycling locations to drop off these old electronics. Visit earth911.com to find your closest drop-off location. Some large big box office supply stores will also accept and responsibly recycle your electronics for a fee.

Donating is another efficient way to recycle your old devices. Your generosity can bring technology to individuals who would otherwise be unable to afford it. Local schools, nursing homes, churches, homeless shelters and other organizations with limited or no budgets are all excellent choices for donations. So are schools with technical programs, which use the equipment to teach electronics repair. There are also the old standbys, like Goodwill and Salvation Army stores, which will be happy to receive your equipment—considering it still works. As an added bonus, your donation may be tax-deductible.

If you're looking to recoup a little cash on your replaced items, pawn shops, used appliance stores and online flea markets like Craigslist are good bets. Some appliance stores have also begun buy-back or trade-in programs when you purchase your upgrade, taking the old version off your hands and paying you for it.

Additionally, many wireless service providers will accept old cell phones and donate them to charity for you. Verizon Wireless's HopeLine program gives donated cell phones to domestic violence organizations across the country. AT&T equips soldiers overseas with cell phones and prepaid calling cards through their Cell Phones for Soldiers program, and phones collected for Sprint's Project Connect help fund Internet safety programs for children.

Or consider this: Your old phone may also help keep you safe. By law, all cell phones, whether they're on a service plan or not, must be able to contact 911. Charging your phone, turning it off and sticking it into your glove box along with its charger will provide you with a basic means of contacting help if you're ever in an emergency situation.

No matter where you decide to take your old electronics, be sure to scrub them of all personal information before letting them go. The last thing you want is to have your address, Social Security number or credit card numbers in the hands of strangers and not know it.

All in all, the place for your old electronics should never be the trash. You may not want them any longer, but there's a world of people who want them and can benefit from them.

Before disposing of your electronics, use these three easy tips to avoid identity theft:

1) **Copy all of your important and personal data to a Flash or external hard drive.**

2) **Clear the hard drive by removing all current and personal information.**

3) **Use disk "cleaning" software to delete your Internet browser's cache, cookies, history, your e-mail contacts and messages, your documents, your recycle or trash folder, and any non-transferable software.**

TV Parental Guidelines

AND WHAT THEY MEAN FOR YOUR CHILDREN

THE GUIDELINES THAT DEBUTED IN 1997 can help parents pick and choose the programs they deem inappropriate for children of any age due to violence, sexual content and/or adult language. There are two parts:

- A rating that indicates the age group for which a particular program has been produced.
- A rating that tells parents if a show has high levels of sex, violence or adult language.

To check a program's rating, read your local TV program listings or look for the display in the upper left-hand corner of the TV screen. It appears there for 15 seconds at the beginning of a show. If a program runs longer than 60 minutes, the broadcast will display the symbol at the beginning of each hour.

MATURE AUDIENCES ONLY: This program has been produced solely for adults and may be unsuitable for children under 17. The show may include graphic violence (V), explicit sexual activity (S) and/or crude, indecent language (L).

PARENTS STRONGLY CAUTIONED: This program includes material that parents may find unsuitable for children under 14. Parents are urged to exercise more care in monitoring this program, and also are cautioned against letting children under 14 watch unattended. This show has intense violence (V), intense sexual situations (S), strong coarse language (L) and/or intensely suggestive dialogue (D).

PARENTAL GUIDANCE SUGGESTED: This program includes material that parents may find unsuitable for younger children. The theme itself may call for parental guidance, and/or the program features moderate violence (V), some sexual situations (S), infrequent coarse language (L) and/or some suggestive dialogue (D).

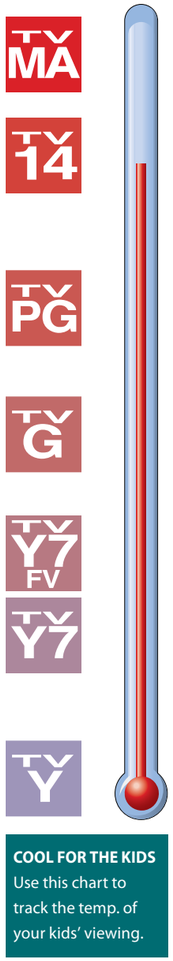
GENERAL AUDIENCE: Most parents would find this program appropriate for all ages. Although this rating doesn't signify a program designed specifically for children, most parents may let younger boys and girls watch this show unattended. It has little or no violence, no strong language, and little or no sexual dialogue or situations.

DIRECTED AT OLDER CHILDREN (FANTASY/VIOLENCE): For programs in which fantasy violence may be more intense or more combative than it is in TV-Y7 shows.

DIRECTED AT OLDER CHILDREN: This program has been produced for children 7 and up, but may be more appropriate for kids who have developed the skills to distinguish between make-believe and reality. Themes and elements in this program may include mild fantasy or comedic violence, or may frighten children younger than 7. Parents should consider this program's suitability for very young children.

ALL CHILDREN: This program is designed for all children. Whether animated or live action, the show's themes and elements are aimed at a very young audience, including 2-to-6-year-olds. This program isn't expected to frighten younger children.

The entire TV industry has been strongly encouraged to use these voluntary guidelines, but not every network or programmer does. That's why some programs don't display a rating, while others display age ratings but not content labels.



COOL FOR THE KIDS
Use this chart to track the temp. of your kids' viewing.

MOM, WHAT'S ON TV?

ONE OF KIDS' TOP COMPLAINTS of our time is: "Mom, there's nothin' on TV." But how wrong they are, especially if your household subscribes to Mediacom cable service.

In the last 10 years, children's programming has been one of the major growth sectors for networks and producers on the prowl for new audiences. No matter if the kids are 2, 6, 10, 12 or 15, there's something for all of them at just about any time of day, depending on your Mediacom system's channel lineup.

Here's a sample of today's children's programming, along with websites where you'll find more information:

- ABC Family (www.ABCFamily.com)
- Animal Planet (www.AnimalPlanet.com)
- Cartoon Network (www.CartoonNetwork.com)
- Discovery Channel (www.Discovery.com)
- The Hub (www.HubWorld.com)
- Disney Channel (www.DisneyChannel.com)
- Disney XD (www.DisneyXD.com)
- Teen Nick (www.TeenNick.com)
- Nick at Nite (www.NickAtNite.com)
- Nickelodeon (www.Nick.com)
- Nick Jr. (www.NickJr.com)
- Science (www.Science.Discovery.com)
- TLC (www.TLC.com)
- TV Land (www.TVLand.com)

READING THE LABEL

Audience Type: Shows the general audience for which the program was intended.

Content Type: Shows when a program may have higher levels or occurrences of violence (V), sexual situations(S), coarse or indecent language (L), suggestive dialogue – typically about sex (D) or fantasy violence (FV).

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1. **Press Menu** on your remote.
2. **Scroll down** to On Demand or Pay-Per-View.
3. **Preview and select** the movies you want to watch. *(See page 32 for more details.)*
4. **Then fill out one of coupons** on the right for each show you've ordered, and return it with your monthly statement.

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Vin Diesel and Paul Walker lead an all-star cast reunion in *Fast 5*
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THAN NETFLIX OR REDBOX
MEDIACOM ON DEMAND®
Premieres
Ordered an On Demand movie lately? Most are available in high definition for theatrical viewing quality. And many titles are available 28 days sooner than Netflix or Redbox have them. They're ready to roll whenever you are.
Sit back and enjoy the show. Mediacom will even pay for parking.

Fast 5 (PG-13)

Bring on more action! The *Fast & Furious* series continues with *Fast 5*, a gripping and suspenseful story staring Vin Diesel and Paul Walker. Dominic (Diesel) and partner Brian O'Conner (Walker) find themselves on the wrong side of the law once again. Their team of top racers assembles in Rio de Janeiro for one last heist: stealing $100 million from corrupt businessman Reyes (Joaquim de Almeida of *Clear and Present Danger*). While that's hard enough, U.S. DSS agent Luke Hobbs (Dwayne "The Rock" Johnson) is hot on their trail. Can he tell the good guys from the bad guys before someone else runs them down?

FUN FACT: Though the movie was slated to shoot in Rio de Janeiro, the production was offered tax incentives by the Puerto Rican government to shoot there. So, in *Fast 5*, Puerto Rico stands in for Rio de Janeiro.

AnnaSophia Robb playing Bethany Hamilton in *Soul Surfer*

Soul Surfer (PG)

This inspiring true story chronicles the life of talented teen surfer Bethany Hamilton, who lost her left arm in a shark attack, overcoming all odds to become a champion. Best known as the characters Violet Beauregarde in Tim Burton's *Charlie and the Chocolate Factory* and Opal in *Because of Winn-Dixie*, actress AnnaSophia Robb convincingly portrays the fight and undying faith Bethany needed to recover from her attack. With the love and support of her parents, played by Dennis Quaid (*Day After Tomorrow*) and Helen Hunt (TV's *Mad About You*), and youth group leader Sara (country star Carrie Underwood), Bethany refuses to give up on her quest for victory.

Fun Fact: Robb, who has both arms, filmed while wearing a green sleeve on her arm so visual effects could be included later.

SOUL SURFER: ENTICING ENTERTAINMENT LLC. | FAST 5: UNIVERSAL STUDIOS | PAUL: UNIVERSAL STUDIOS

Jane Eyre (PG-13)

Based on the timeless novel by Charlotte Brontë, *Jane Eyre* explores the journey of young Jane, an orphan who finds happiness as a governess at mysterious Thornfield Hall, only to flee due to romantic complications surrounding Rochester, the manor's master. Her love brings her back years later to uncover the terrible secret he had been hiding the whole time. Starring Mia Wasikowska (*Alice in Wonderland*) as Jane and Michael Fassbender (*Inglourious Basterds*) as Edward Rochester, *Jane Eyre* brings this classic story to life.

FUN FACT: Charlotte Brontë used the pen name of Currer Bell when she originally published *Jane Eyre* in 1847 to mask her gender and deflect an existing prejudice against female writers.

Jamie Bell as St. John and Mia Wasikowska as Jane Eyre in the romantic drama, *Jane Eyre*

Simon Pegg, Kristen Wiig and Nick Frost try to stay on the highway in the comedy-adventure, *Paul*

Paul (R)

Simon Pegg and Nick Frost (*Hot Fuzz, Shaun of the Dead*) reunite in a comedy about two British sci-fi geeks who road trip to America's UFO southwest and encounter a small, green, alien "dude" named Paul, voiced by *Knocked Up's* Seth Rogen. After escaping from a top secret military facility, Paul catches a ride from Graeme Willy (Pegg) and Clive Grollings (Frost). Through a wild and crazy adventure, Paul helps turn these outsiders into intergalactic heroes.

FUN FACT: To help with the script, Pegg and Frost actually went on their own road trip across America and used ideas from it to write.

JANE EYRE: RUBY FILMS | YOUR HIGHNESS: UNIVERSAL STUDIOS

James Franco is Prince Fabious in a comedy-adventure set in a fantastical world – *Your Highness*

Your Highness (R)

Danny McBride, best known as Red in *Pineapple Express* and HBO's *Eastbound & Down*, and James Franco (*127 Hours*) team up in this unforgettable Medieval comedy. When Franco's fiancé (Zooey Deschanel) is kidnapped, lazy Prince Thaddeous (McBride) is forced by his father to embark half-heartedly on a daring mission to help his brother save her and their land. It's not your typical tale of chivalry as the two men venture through a fantastical world before their kingdom is destroyed. Add in the help of warrior Isabel (Natalie Portman) and you're guaranteed to be laughing straight through the Middle Ages.

FUN FACT: According to director David Gordon Green, the dialogue was entirely improvised with only a written outline by writer Ben Best and actor Danny McBride.

Robin Wright as Mary Surratt in *The Conspirator*

The Conspirator (PG-13)

This riveting thriller tells the story of the seven men and, specifically, one woman who are arrested after President Abraham Lincoln's assassination and charged with conspiring to kill the President, his Vice President and Secretary of State. Robin Wright of *Beowulf* and *The Princess Bride* plays Mary Surratt, who owns a boarding house where John Wilkes Booth (Toby Kebbell from *Prince of Persia: Sands of Time*) and others met and planned the simultaneous attacks. After her arrest, Frederick Aiken (*Wanted*'s James McAvoy) agrees to defend Surratt before a military tribunal. As the nation turns against her, Surratt is forced to rely on Aiken to uncover the truth and save her life.

FUN FACT: *The Conspirator* is the debut film of the American Film Company.

Milo is on a quest to find his mom in *Mars Needs Moms*

Mars Needs Moms (PG)

Produced by the team that created Disney's *A Christmas Carol* and *The Polar Express*, *Mars Needs Moms* takes you along nine-year-old Milo's quest to find his mom (voiced by Joan Cusack, also the voice of *Toy Story 2*'s Jessie) after she's taken by a clan of Martians to raise their kids. Based on the children's picture book by Pulitzer Prize-winning cartoonist Berkeley "Berke" Breathed (author of the *Bloom County* comic strip), this movie will have every kid appreciating their mom a little more.

FUN FACT: After spending six weeks outfitted in a special sensor-equipped performance-capture suit while simultaneously performing Milo's lines, Seth Green's voice sounded too mature for the character and was dubbed over by that of 11-year-old actor Seth R. Dusky.

Something Borrowed (PG-13)

Rachel (Ginnifer Goodwin from TV's *Big Love*) is an exceptional attorney at a top New York law firm, and as her best friend Darcy (Kate Hudson from *How to Lose a Guy in 10 Days*) constantly reminds her, an unhappy single individual who spends all her nights alone. But, after celebrating her 30th birthday, lonely Rachel ends up in the arms of the one guy she has had a crush on since law school, Dex (*All My Children*'s Colin Egglesfield) who just happens to be Darcy's fiancé.

FUN FACT: During a scene set at an airport, one of the greeters is seen holding a sign for 'L. Greenfield' which is a reference to Luke Greenfield, the film's director.

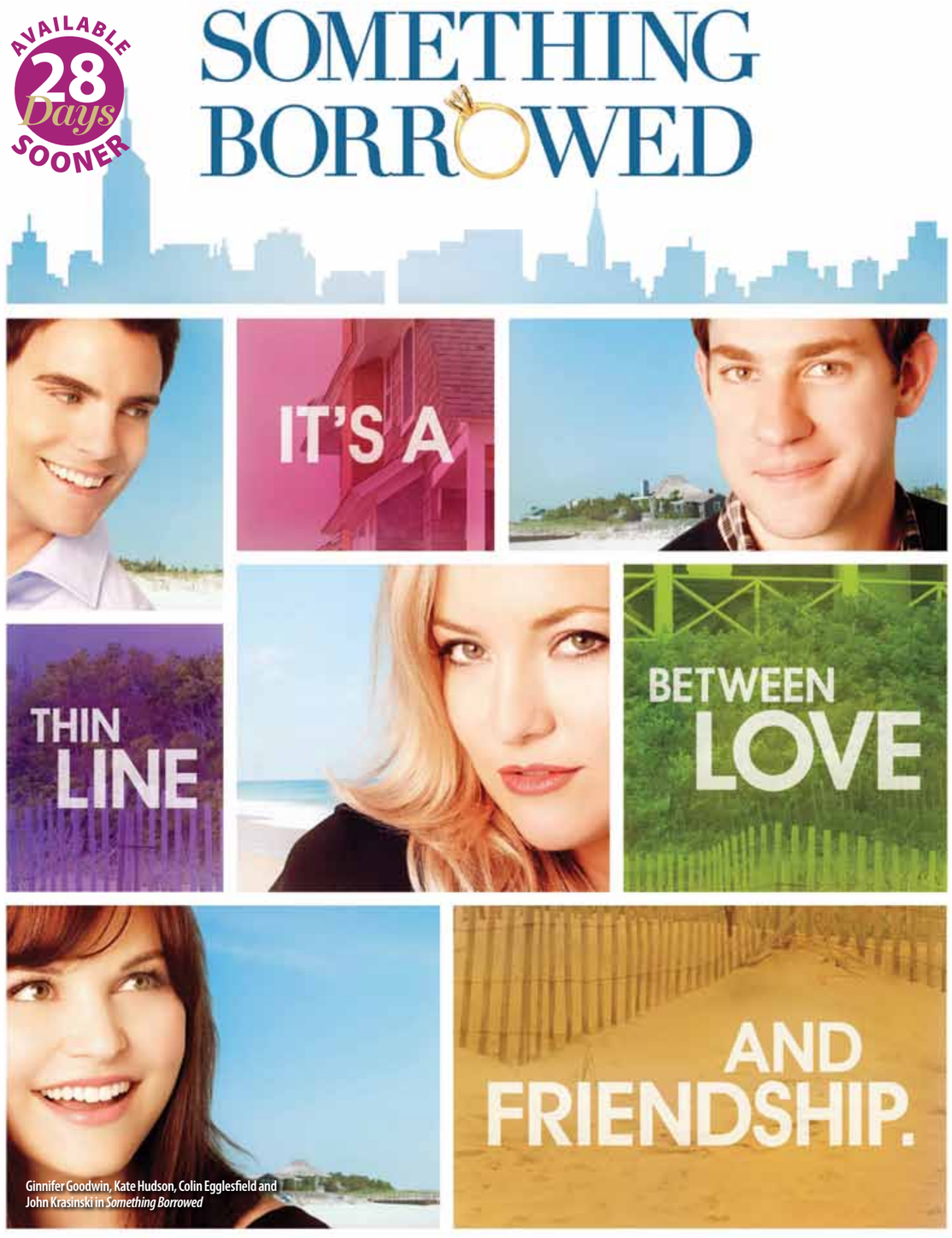
Laz Alonso and Paula Patton tie the knot in *Jumping the Broom*

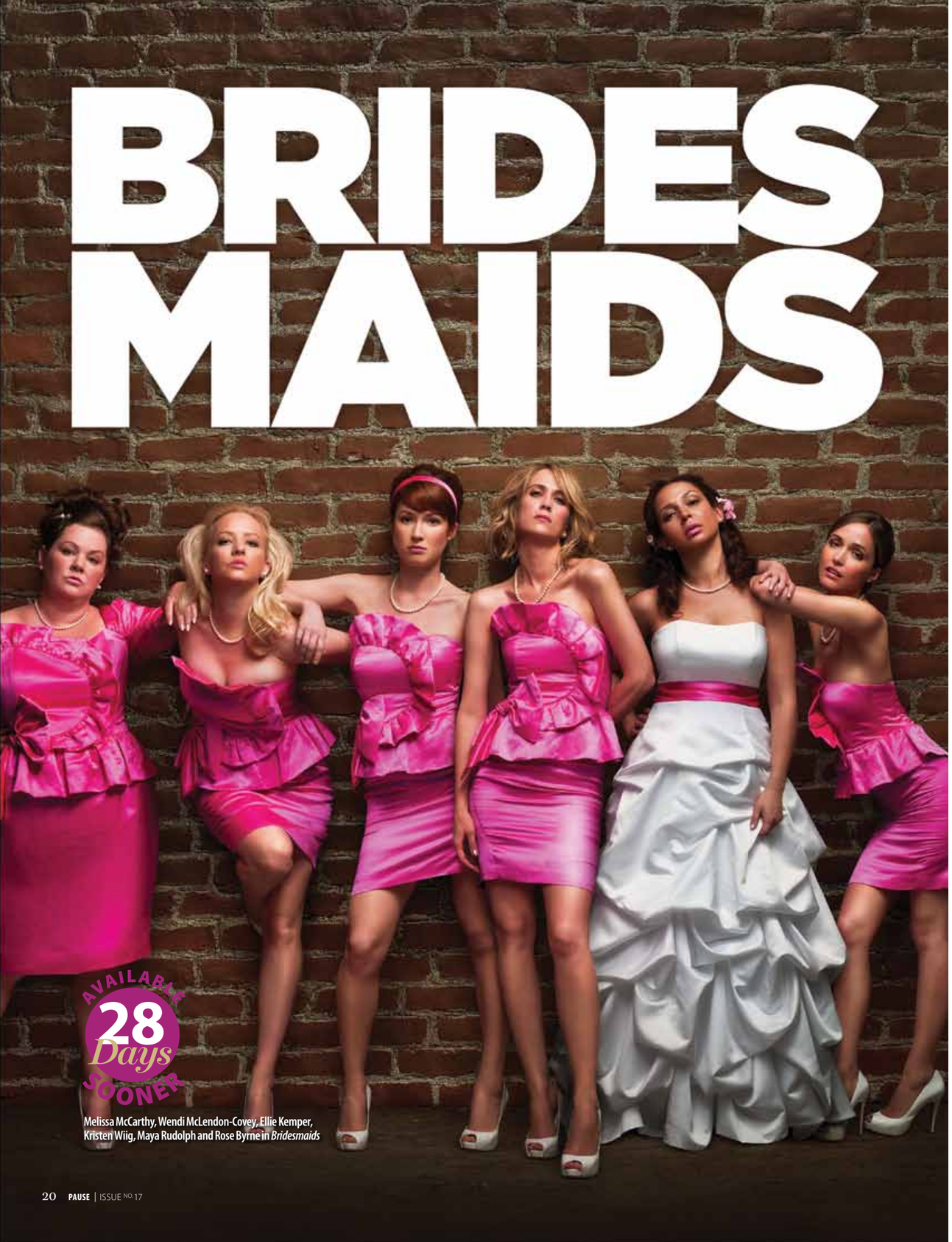
Jumping the Broom (PG-13)

Worlds collide as two families come together for the union of their children, Sabrina (Paula Patton of *Hitch*) and Jason (Laz Alonso of *Avatar*). Her wealthy uptown clan, including *Green Lantern's* Angela Bassett as her mother, and his blue-collar downtown family seem to have nothing in common and the clash between the two causes a lot of trouble for the couple on their wedding weekend in Martha's Vineyard.

FUN FACT: Although typically associated with historical African-American culture in the US, jumping over a broom is a part of the wedding ceremony in a number of African and European cultures.

JUMPING THE BROOM: © 2011 STAGE 6 FILMS, INC. | MARS NEEDS MOMS: © 2011 IMAGEMOVERS DIGITAL LLC | THE CONSPIRATOR: © 2010 CONSPIRATOR PRODUCTIONS, LLC
SOMETHING BORROWED: © 2011 ALCON FILM FUND, LLC





Melissa McCarthy, Wendi McLendon-Covey, Ellie Kemper, Kristen Wiig, Maya Rudolph and Rose Byrne in *Bridesmaids*

BRIDESMAIDS: UNIVERSAL STUDIOS | RIO: TWENTIETH CENTURY FOX FILM CORPORATION | HANNA: FOCUS FEATURES LLC.

Bridesmaids (R)

From the producer of *Superbad, Knocked Up* and *The 40-Year-Old Virgin* comes a hysterical story about a young woman named Annie (*SNL's* Kristen Wiig) who learns that her lifelong childhood friend Lillian (*SNL's* Maya Rudolph) is getting married, and takes on the role of maid of honor. Broke, lovelorn and jealous of Lillian's other close friend (Rose Byrne), Annie cheats her way through the pre-wedding rituals to impress Lillian, only to fail miserably. With Wiig, Rudolph, stand-out Melissa McCarthy and others, these bridesmaids will have you rolling in the aisle.

Fun Fact: This film was the first screenplay written by Kristen Wiig.

Rio (G)

From the producers of the *Ice Age* series comes *Rio*, a cartoon comedy about Blu (voiced by Jesse Eisenberg from *Zombieland* and *The Social Network*), a rare, pet macaw from Minnesota whose owner believes him to be the last of his kind. Blu's adventure begins when he learns about Jewel (voiced by Anne Hathaway of *Bride Wars* and *Love and Other Drugs*), a similar macaw located in Rio de Janeiro. On his quest to find her, Blu encounters challenges, a menagerie of quirky characters, friendship and, yes, love.

FUN FACT: Director Carlos Saldanha first had the idea for *Rio* back in 1995, but then it involved a penguin being washed up on the beaches of Ipanema. It was changed to the current story after he learned of *Happy Feet* and *Surf's Up*, two other films involving penguins that were then in production.

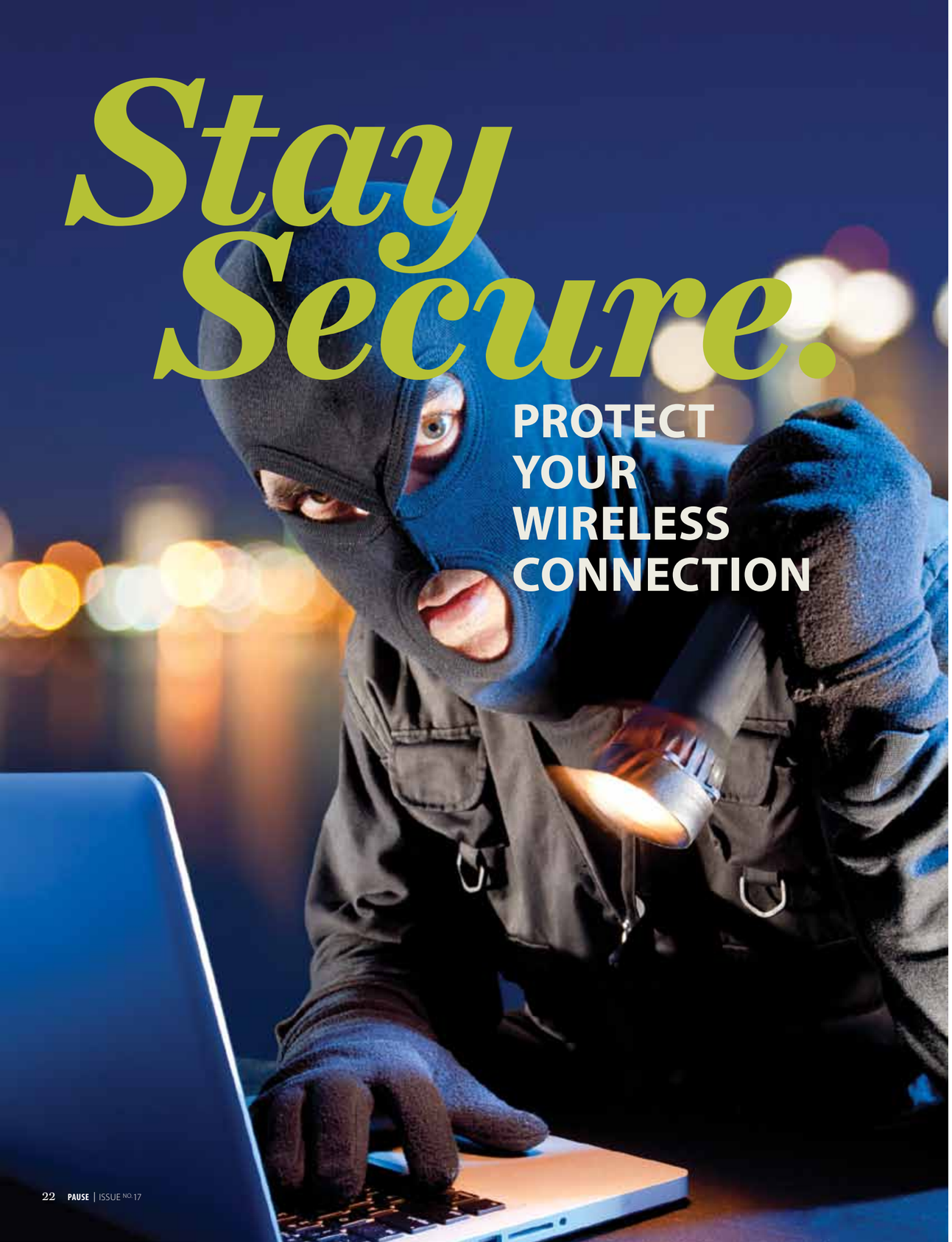
Pedro (the cardinal, center), Rafael the toucan and Nico the canary give some tips on getting around in Rio to macaws Blu (left) and Jewel

Hanna (PG-13)

Saoirse Ronan, of *Atonement* and *The Lovely Bones*, portrays the character of Hanna, a strong, highly intelligent 16-year-old raised in hiding by her ex-CIA father (Eric Bana) who, knowing the dangers she will face, has trained her to be a perfect assassin. As the teen sets off on a mission across Europe, tracked by a ruthless intelligence agent (Cate Blanchett of *The Curious Case of Benjamin Button*) and her operatives, Hanna is faced with unexpected questions and revelations that will have you guessing at every turn.

FUN FACT: While taping some of the film in Finland, temperatures sometimes fell as low as -27°F.

Cate Blachett stars in Joe Wright's adventure thriller, *Hanna*



Stay Secure.

PROTECT YOUR WIRELESS CONNECTION

YOU'RE AT HOME, RELAXING WITH YOUR FAMILY, finishing up dinner and are ready to tune into the latest *American Idol* episode on your DVR. All of a sudden you hear a robust knock on your door followed by, "Open up, it's the police." A swarm of federal agents stands before you demanding to see your computer.

Unfortunately, this happens to people across the country who do not secure their wireless Internet connections – allowing outsiders to hijack the connection for pornographic content, illegal downloads and identity theft.

You don't give out your ATM pin number, social security number or Facebook login to strangers, so why give outsiders the chance to access your Internet connection? Think about all of the things that you do online – order birthday presents, pay bills, check your bank account, download family reunion photos, share stories, write reports – the list goes on. When people think of securing their identity, family or home, many don't consider their wireless Internet connection. Online security is often overlooked until it is too late. While these hackers might not be savvy enough to get into your bank account, they can still find personal information about you.

Protecting your password and your Internet connection makes for more enjoyable days of Internet surfing. You're the one paying the bill, so don't let a cyber vandal slow your bandwidth or Internet speed by piggybacking onto your connection. While you're stuck buffering, these folks are getting a nice streaming feed of Hulu's latest videos.

Turning off file sharing and securing your Internet connection are easy ways to keep your connection safe and strong. Not only can hackers slow your connection; they can also lead to a lawsuit. Cases exist where lawyers have charged people with negligence for not encrypting their connection. As in the nightmare opening scenario, when you allow file sharing a hacker can get in, look up sites you would never dream of visiting and suddenly your IP address is now linked to pornographic material and illegal downloads. Movie studios and their lawyers are aggressively protecting their property, stating that not encrypting one's Internet connection constitutes negligence. Some are even trying to argue it constitutes a civil conspiracy.

How to Protect Yourself

The good news is that people have been safely surfing the Internet for decades. There are some simple steps and downloadable software at your disposal to create a private wireless connection.

Installing a firewall is an Internet user's first line of defense against intruders. Imagine a fence around your house – it acts as the first line of defense against intruders. A firewall functions much like a fence; any information that enters or leaves your computer must first pass through the firewall. Firewall software prevents unauthorized programs and users from accessing the data on your PC.

In addition to security software, there are other steps to guard your Internet connection. Make sure you have a strong password that includes both letters and numbers. Changing the password frequently, not sharing your password and turning off file sharing will also help keep your files and passwords safe online.

Remembering what you learned in kindergarten is also useful for Internet protection: Don't talk to strangers and don't open email attachments from people or companies you don't know. Unknown attachments could include Trojan horses, viruses and malicious worms that can infect and cripple your PC.

Always have a plan B. Back up your important documents in the event your computer is compromised. There are several ways to do this by using internal and external hard drives, CDs, online data depositories and flash drives.

Six Easy Steps to Protect Your Online Computer Data

1) **Visit your wireless router manufacturer's website for product-specific tips on securing your wireless connection.**
2) **Turn off your Internet connection when not in use.**
3) **Install a firewall.**
4) **Turn off file sharing.**
5) **Monitor the kids.**
6) **Don't open email attachments from strangers.**
7) **Good passwords do not include any personal information (i.e. birthdates, social security numbers, PINs or names of children or pets).**

Another way to protect your computer and online identity is by monitoring your children on the Internet. Kids are naturally trusting, prone to clicking and opening anything, which could open a Pandora's box of troubles when unsupervised. Set up parental blocks, allowing access only to approved sites for browsing and gaming. Teach kids the habit of turning off the connection when they're not online – just like turning off a light when they leave a room.

If important life events and documents that you don't want stolen, lost or damaged are housed on your computer, be proactive. Adopting these tactics will help secure your PC – whether it uses a dial-up, DSL or wireless connection.

★ *What Mediacom Is Doing* ★

Here at Mediacom we're proactively protecting our customers from data loss due to malicious hackers. We've partnered with Computer Associates to give all Mediacom Online customers free security software for their computers. To learn more about this service or to sign up, visit http://www.mediacomcable.com/internet_security.html.

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- Subscriber Privacy Notice
- Subscriber Agreement

DIGITAL
ON DEMAND
DVR
HDTV
ONLINE
PHONE

HOW-TO GUIDE

The Power of the Remote

With your Interactive Programming Guide (the guide) from Mediacom, you have total command over everything appearing on your television screen. In addition to facilitating easy and thorough navigation, your remote allows you to order On Demand and Pay-Per-View programming as well as operate Digital Video Recording (DVR).

Your remote also allows you to set program reminders, parental guides and a diversity of other helpful functions.

What is the Interactive Guide?*

The guide is a new and improved programming guide through your remote control. It unlocks a world of greater choice, convenience and control as you watch television.

What can I do with the Interactive Guide?

You can set **Reminders**, **Favorites** and **Parental Locks**. You will have access to Mediacom On Demand and Digital Video Recording.

How do I get information on programs?

The guide provides detailed information on all programs, including movies and sporting events. While in a listings screen, you can access information by pressing the **INFO** button on your remote. You can also set **Reminders**, place **Parental Locks**, order Pay-Per-View movies or events and see other times a program airs. To return to the program you're watching, press the **EXIT** button on the remote.

What are the icons at the bottom of the Interactive Guide screen?

Quick Menu icons are available to help you search faster. The **Quick Menu** gives you access to other areas of the guide, such as **Movies** or **Favorites**. Once you have selected a program title by highlighting it and pressing **OK**, you can use the action icons on the information screens to set **Reminders** or **Parental Locks**, schedule recordings, buy programs and more.

How can I eliminate the edges of the Interactive Guide screens?

Select the **Adjust Screen Position** option from the **SETUP** screen. Press the ◄ ▲ ► buttons until the arrows on the screen are centered.

How do I leave a screen or menu?

You can always press the **EXIT** button to immediately return to watching TV. You can also press the **LAST** button to back up one screen at a time.

What is the graphic bar that appears when I change channels?

The **Flip Bar** appears for a few seconds as you're changing channels to provide important information about programs. You will find the name of the current program, start and end times, as well as the channel number.

Why won't my remote control respond when I press a button?

First, press the **CABLE** button on the remote to make sure it is in cable mode. Try using the remote again. If the remote is still not functioning correctly, press the **CH** ▲ ▼ button on the front of the receiver. If the channel changes, there is a problem with the remote control. If the channel doesn't change, the batteries or the remote control itself may need to be replaced.

How do I order On Demand?*

You can order On Demand programming multiple ways: from the **Main Menu**, from the **Quick Menu** or from channel one in the **TV Listings**.

How do I order a Pay-Per-View event?

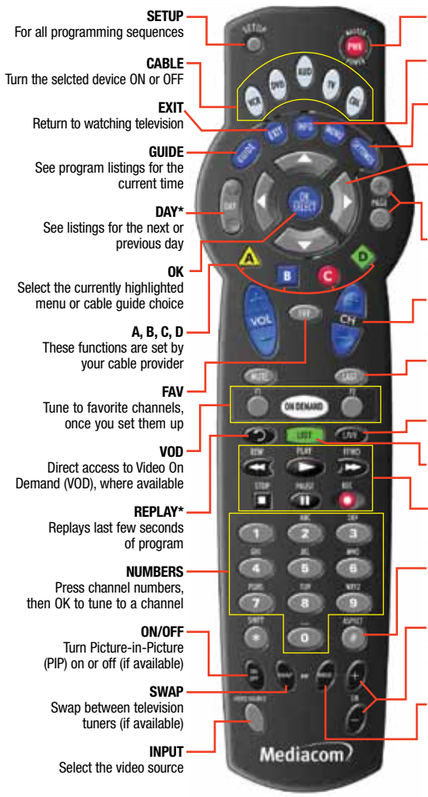
Ordering Pay-Per-View movies and events is easy. From the **Main Menu** or **Quick Menu**, select any of the Pay-Per-View options to see a list of available programs. Use your remote to get detailed information and order. You can even cancel your selection. If your Pay-Per-View program is scheduled to air at a future time, a **Reminder** is automatically set to appear before your program begins.

* Not all services available in all areas. Additional equipment may be required. Additional fees may apply.

Mediacom DIGITAL
MOVIES, MUSIC AND MORE

1 Remote Control Features

- A yellow highlight is your indicator as you use your remote to see what's on TV. As you navigate listings using your remote, the highlight appears on screen to indicate your current selection.
- Press the ▲ ▼ ► ◄ buttons on your remote to move the highlight.
- Press **OK** to make your selection.
- Press the **EXIT** button on your remote to return to watching TV.


SETUP
For all programming sequences
CABLE
Turn the selcted device ON or OFF
EXIT
Return to watching television
GUIDE
See program listings for the current time
DAY*
See listings for the next or previous day
OK
Select the currently highlighted menu or cable guide choice
A, B, C, D
These functions are set by your cable provider
FAV
Tune to favorite channels, once you set them up
VOD
Direct access to Video On Demand (VOD), where available
REPLAY*
Replays last few seconds of program
NUMBERS
Press channel numbers, then OK to tune to a channel
ON/OFF
Turn Picture-in-Picture (PIP) on or off (if available)
SWAP
Swap between television tuners (if available)
INPUT
Select the video source
Power
Turn the remote ON or OFF
INFO
See program information
SETTINGS
To display interactive services
ARROWS
Move any direction on screen or through cable guide menu
PAGE
Scroll to the next or previous page of listings
CHANNEL
Change channels and access the Flip Bar
LAST
Return to the previous screen or channel
LIVE TV*
Displays live TV programming
LIST*
Displays recordings
VCR CONTROLS
Controls VCR, On Demand and DVR (if available)
ASPECT
Change the viewing aspect (if available)
PIP CH
Select the next or previous channel in the PIP display (if available)
MOVE
Move the position of the PIP display (if available)
Mediacom

NOTE: Remote pictured may not reflect your actual remote. Basic functions should be the same. Find device code information beginning on page 55 of this guide.

*Only available with DVR service.

2 Remote Control Features — Basic Navigation

- Yellow is always the highlight color.
  As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press the ▲ ▼ ◄ ► buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to resume watching TV.

3 Quick Menu: Quick and Easy

The **Quick Menu** offers shortcuts to key Interactive Guide features. Just press **MENU** from anywhere in the guide – even while you're watching a program – and you'll have access to features like **Search**, **Favorites**, **Digital Music** and more.

Press the ▲ ▼ ◄ ► buttons on your remote to highlight an option; then press **OK** and you're on your way.

4 All Access with Main Menu

Main Menu gives you easy access to all features. Simply press **MENU** twice; then select from the options available, including **Listings By Time**, **Listings By Category**, **Parental Locks**, **Favorites**, **Local Weather** and more.

Press **MENU** button twice for the **Main Menu**.

5 Enhanced Searching by Category

With the Interactive Guide, you can sort and view program **Listings By Category**. Select a category from the **Main Menu** or **Quick Menu** to display listings.

6 Enhanced Searching by Title

A-Z Title Search allows you to find a specific program by entering the first few letters of the program name.

Mediacom DIGITAL
MOVIES, MUSIC AND MORE

7 Smart Channel Surfing

The **Flip Bar** lets you see program information as you change channels.

8 Easy-to-Understand Listings

TV Listings appear in a grid format with channel numbers and network call letters down the left side and, at times, along the top. Listings are color-coded to help you identify different types of programs.

Blue – Regular programs
Light Blue – Children's programs
Green – Sports
Purple – Movies

9 Mini Guide

The **Mini Guide** lets you watch television and view listings without having to leave your program. To access, press **OK** or **INFO**; then use the ◀ ▶ buttons to browse time and the ▲ ▼ buttons to browse channels.

10 Parental Locks to Protect Your Family

Parental Locks let you restrict viewing and purchases of TV programming based on your preferences. Set a personalized 4-digit PIN and you can place locks on selected ratings, channels and titles. You can also hide adult titles from being displayed on screen.

11 Play Favorites

The Interactive Guide **Favorites** feature lets you quickly access the channels you've designated for that category. Just select **Favorites** from the **Main Menu** or ♥ from the **Quick Menu**.

12 How to Use Your Cable Box and VCR to Record Future Programs

- Select the program you want to record from the **TV Listings**.
- Press **INFO** to bring up the program information screen.
- Select the R icon from the bottom of the screen.
- Select **Record Future Program**.
- Once the cable box is set, a message will display reminding you to also set your VCR to record the program.
- Turn on your VCR and follow the manufacturer's instructions to program it to record the program.
- When the program starts, your cable box will automatically tune to the program so that your VCR can record it. After you set up a recording on your cable box, you must also set up your VCR to record, following the manufacturer's instructions. If you try to change channels while recording a program, the following message will display: "Your recording is in progress. Changing the channel will stop this recording." However, if your VCR is still on and you do change the channel, the VCR will record the new channel that you tune to.

Guide Symbols to Know: Quick Menu Icons

Guide Main Menu	Favorites List	Listings by Channel	On Demand Menu	Listings by Time	Pay-Per-View by Title
Search Menu	Kids Search Menu	Message Center	Digital Music Listings	Guide Setup Menu	
Pay-Per-View Listings	Sports Search Menu	Digital Recordings	Movies Search Menu	Pay-Per-View Events	

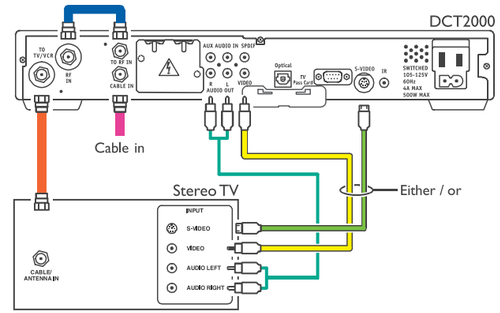
Guide Symbols to Know: Action Icons

Go back to the previous screen	Record/change Record options	Display all the times the program will be airing	Save the channel in your **Favorites** list
Watch this program	Place a **Lock** on the program to restrict viewing	Set a **Reminder** for this program	Order Pay-Per-View and other pay services

Menu selections may vary by service area.

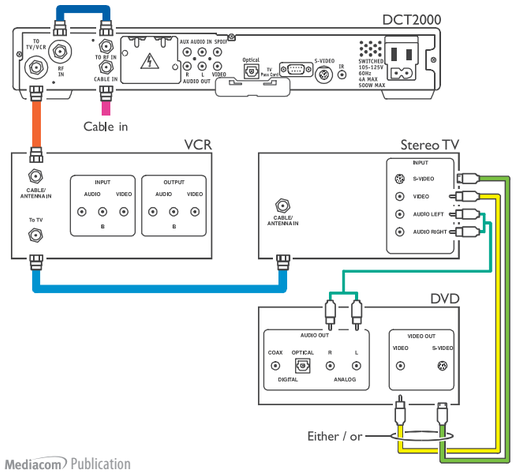
1 Connecting to Your Digital Converter

Step 1: Connect a RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect a RF coaxial cable between the TOTV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the TV.
Step 4: Connect a stereo audio cable between the AUDIO R and L connectors on the DCT2000 and the AUDIO LEFT and AUDIO RIGHT connectors on the stereo TV.
Step 5: Connect a video cable between the VIDEO connector on the DCT2000 and the VIDEO connector on the TV or connect an S-Video cable between the S-VIDEO connector on the DCT2000 and the S-VIDEO connector on the stereo TV.



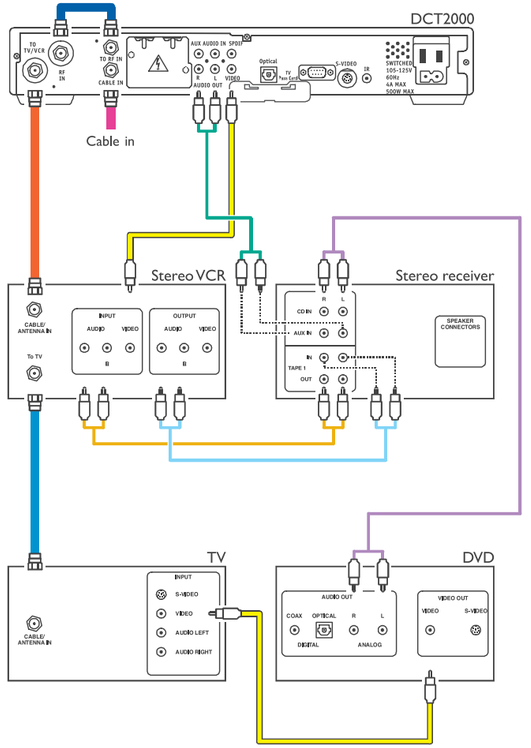
2 Connecting to Your VCR and/or DVD

Step 1: Connect an RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect an RF coaxial cable between the TO TV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the VCR.
Step 4: Connect an RF coaxial cable between the TO TV connector on the VCR and the CABLE/ANTENNA IN connector on the stereo TV.
Step 5: Connect a stereo audio cable between the INPUT AUDIO LEFT and RIGHT connectors on the stereo TV and the AUDIO OUT ANALOG R and L connectors on the DVD.
Step 6: Connect a video cable between the INPUT VIDEO connector on the stereo TV and the VIDEO OUT VIDEO connector on the DVD or connect an S-Video cable between the INPUTS-VIDEO connector on the stereo TV and the VIDEO OUTS-VIDEO connector on the DVD. This cable configuration may be used for a mono or stereo VCR because the VCR audio and video jacks are not used. DCT2000s with the home theater option offer S-Video, an output that may provide a higher level of picture quality. If your components offer S-Video connections, they may be used in place of RCA video connections.



3 Connecting to Your Home Audio System

Step 1: Connect an RF coaxial cable between the cable wall outlet and the CABLE IN connector on the DCT2000.
Step 2: Connect the RF coaxial cable, supplied with the DCT2000, between the RF IN and TORF IN connectors on the DCT2000.
Step 3: Connect an RF coaxial cable between the TO TV/VCR connector on the DCT2000 and the CABLE/ANTENNA IN connector on the stereo VCR.
Step 4: Connect an RF coaxial cable between the TO TV connector on the stereo VCR and the CABLE/ANTENNA IN connector on the TV.
Step 5: Connect a stereo audio cable between the AUDIO OUT R and L connectors on the DCT2000 and the AUX IN R and L connectors on the stereo receiver or amplifier.
Step 6: Connect a video cable between the VIDEO connector on the DCT2000 and the INPUT VIDEO connector on the stereo VCR.
Step 7: Connect a stereo audio cable between the INPUT AUDIO R and L connectors on the stereo VCR and the TAPE 1 OUT R and L connectors on the stereo receiver or amplifier.
Step 8: Connect a stereo audio cable between the OUTPUT AUDIO R and L connectors on the stereo VCR and the TAPE 1 IN R and L connectors on the stereo receiver or amplifier.
Step 9: Connect a stereo audio cable between the CD IN R and L connectors on the stereo receiver or amplifier and the AUDIO OUT ANALOG R and L connectors on the DVD.
Step 10: Connect a video cable between the VIDEO OUT VIDEO connector on the DVD and the INPUT VIDEO connector on the TV. This cable configuration may be used for a mono or stereo TV because the TV audio and video jacks are not used. To watch TV or view VCR recordings, the TV must be tuned to the DCT2000 and VCR output channel, typically 3 or 4. To watch a DVD, the TV line input must be used. DCT2000s with the home theater option offer S-Video, an output that may provide a higher level of picture quality. If your components offer S-Video connections, they may be used in place of RCA video connections.



1 Connecting Your DCH Receiver to an A/V Receiver (Audio Only)

Instructions and diagrams are included for the following connections:

- A/V receiver (audio only)
- Stereo standard-definition TV (SDTV) (audio and video)
- Stereo SDTV and stereo VCR (audio and video)
- A/V receiver, SDTV, and VCR (audio and video)

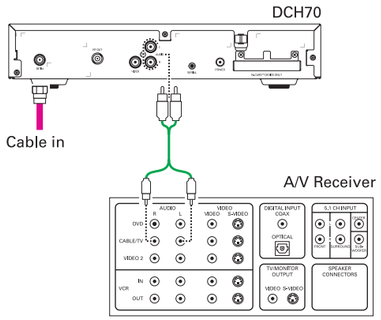
Before you move or change components on your entertainment system, review the following:

- For basic cable connections, use 75-ohm coaxial cables equipped with F-type connectors.
- Disconnect power from your equipment before connecting or changing cable connections.

Connecting Your DCH Receiver to an A/V Receiver (Audio Only)

Audio connections to your A/V receiver consist of:

- Stereo audio (AUDIO L and R)



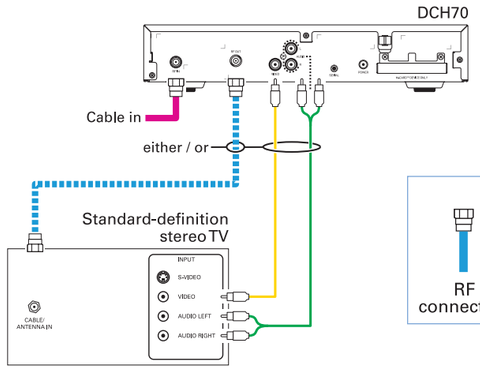
2 Video Connection Options

The DCH receiver offers several different video connection options. Composite video and RF coaxial connections allow you to view standard-definition TV programming To determine whether your TV features RF coaxial or composite video, check the manual supplied with your TV.

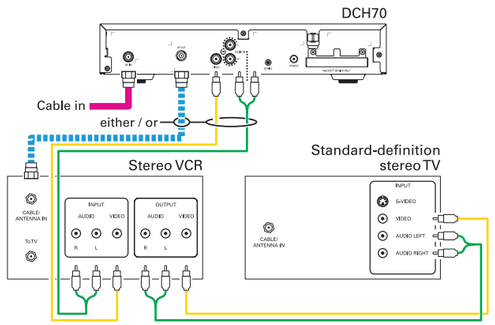
Use the guidelines below to determine the best video connection for your home entertainment system.

- The composite video connection.
- The RF Output connection with your TV set to channel 3 or 4.

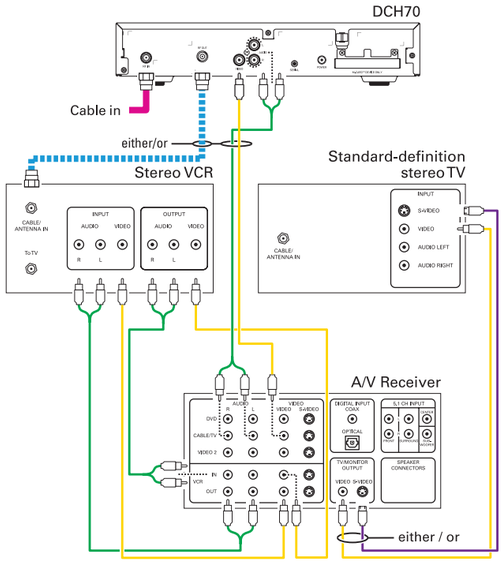
Connecting Your DCH Receiver to a Standard-Definition Stereo TV



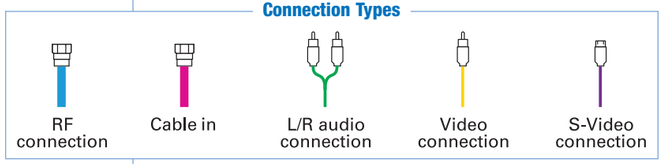
3 Connecting Your DCH Receiver to a Stereo SDTV and VCR



4 Connecting Your DCH Receiver to an A/V Receiver, Stereo SDTV, and Stereo VCR



Connection Types



Troubleshooting DCH 70 Receiver Problems

Problem: The DCH receiver will not power on.
Possible Resolution:

- The DCH receiver may have received a software update and may not power on while the new software is being installed. Try again in a few minutes.
- Verify that the power supply is connected to the DCH receiver and an AC outlet. Unplug the DCH power supply cord from the AC outlet, plug it back in, and then press the **POWER** button.
- If the DCH receiver is connected to a switched outlet on another unit, verify that that unit is powered on. Unplug the DCH power supply cord from the AC outlet, plug it back it in, and then press the **POWER** button. Use of an unswitched outlet is recommended.

Problem: The remote control does not work.
Possible Resolution:

- Press the **CABLE** button to verify it is in cable mode.
- Verify that there are no obstructions between the remote control and the DCH receiver. Aim the remote control directly at the DCH receiver front panel, not the TV or VCR.
- The angle between the remote control and the DCH receiver may be too large. Stand in front of the DCH receiver and not too far to either side.
- Press and release operation keys one at a time, firmly and deliberately.
- Check the batteries in the remote control. Install new batteries if needed.

Problem: There is no audio when viewing cable channels.
Possible Resolution:

- Press **MUTE** on the remote control to verify the sound is on.
- If the DCH receiver audio output is connected to the TV, verify that the **MUTE** button on the TV has not been pressed.
- If the DCH receiver audio output is connected to a home theater receiver, verify that the receiver is set to the appropriate input source and the **MUTE** button on the receiver has not been pressed.
- Verify that you have the correct cables for the audio connections.
- Verify that the audio cables are firmly connected between the DCH receiver and the audio playback device (TV, receiver, DVD player, etc.).

Problem: There is no video on the TV screen.
Possible Resolution:

- Verify that the TV is powered on and set to the appropriate input source for the DCH receiver.
- Verify that the DCH receiver is powered on and tuned to an authorized cable channel.
- Verify that all video cables between the DCH receiver and the TV are firmly connected.
- Verify that the coaxial cable feed is firmly connected to the DCH receiver and the wall jack.
- If the DCH receiver video output is connected to a home theater unit, verify that the home theater unit is powered on and set to the appropriate input source.

Problem: No closed captions display.
Possible Resolution:

- Verify that closed captions are enabled on the TV.
- Closed captioning may not be available on the current program.

Problem: There are black bars to the right and left of the picture.
Possible Resolution:

- Wide-screen TVs display 4:3 programs in this format unless set to **Stretch** (see your TV manual for information about stretching 4:3 video).

Problem: There are black bars above and below the picture.
Possible Resolution:

- Some SD programs are broadcast in the letterbox format with black bars above and below the picture. Some wide-screen TVs offer a **Zoom** feature that may be able to remove the black bars (see your TV manual for information about zooming 4:3 video).

Problem: There are black bars on all four sides of the picture.
Possible Resolution:

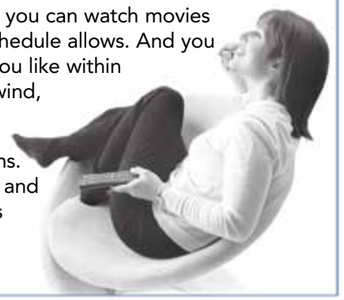
- This may occur on a 16:9 TV if the active video for an SD broadcast is in letterbox format. To confirm, wait for a commercial or look for a graphic, such as a network logo. If the commercial fills the screen from top to bottom, or the graphic appears below the active video, the program is being letterboxed by the broadcaster. You can minimize this by activating the **Zoom** feature on the TV.
- A broadcaster may include black bars on either side of a wide screen broadcast. This is called a “hybrid” aspect ratio and results in a black border surrounding the video on a 4:3 TV. Because this is part of the broadcast, the DCH70 cannot correct the video. You may be able to minimize the border using the **Zoom** feature on the TV.

It's Like Having Your Own Theater

Feel like watching a movie but don't want to deal with the frustration of not finding the titles you want or the hassle of late returns? Mediacom has your solution with On Demand.

With Video On Demand (VOD), you can watch movies or specials whenever your schedule allows. And you can watch as many times as you like within the rental period. Pause, rewind, fast forward or watch again.

Hit movies. Special programs. When it comes to selection and convenience, nothing compares to Mediacom On Demand.



*What is Mediacom On Demand?**

Mediacom On Demand is a service that enables customer access to movies and special programs ranging from recently released blockbuster titles to timeless classics. All titles are accessible with your remote control.

What's the difference between On Demand and Pay-Per-View?

With Pay-Per-View movies, you have no control over the title you've selected once it starts playing. On Demand gives you total control over the program for a 24-hour period. That means you can pause a movie, rewind to a part you missed or simply watch as many times as you like.

What unique features and programming do I get with On Demand?

In addition to giving you total control over what you watch with features like pause, fast forward and rewind, On Demand offers the most comprehensive library of movie titles that are available for you to watch whenever you want. You can also choose from a wide selection of free programming.

What is Premium On Demand?

When you have a subscription to a corresponding digital service such as HBO, you will receive free access to their movies currently playing, plus additional library titles (older titles). There are also original series and special features available.

HBO ON DEMAND · SHOWTIME ON DEMAND · starz ON DEMAND · TNT ON DEMAND · Lifetime ON DEMAND · usa on demand

*What does an On Demand movie cost?***

Most movie rentals from On Demand are just $4.99 per title ($5.99 for HD movies), less than many video rental stores, especially when considering the "cost" of time and travel. **FreePass** selections, however, are free. In order to receive On Demand, you must subscribe to a Mediacom digital package.

How do I return to watching an On Demand program if I've changed channels?

It's easy. Just select **My Rentals** from the **On Demand Menu** and choose the program you want to resume watching. You can either start from where you left the program by pressing **RESUME** or start the program over by pressing **RESTART**.

How often are On Demand movies updated?

In order to provide you with the best possible choices, we continuously refresh our On Demand selection. Of course, films in the classics section can never be dated. Nevertheless, we rotate classic titles frequently, as well as ensure that the most recent hits are available for your enjoyment.

Can I use my DVR to record On Demand programming?

No. The movies and special programs available through On Demand cannot be recorded on a Mediacom DVR box.

Do I need to change my PIN for purchasing On Demand programs or movies?

You do not need to have a special PIN for On Demand transactions. All previously established settings and controls apply.

*On Demand not available in all areas.
**Rates subject to change for all pricing.

Mediacom ON DEMAND™ HIT MOVIES AND MORE

1 Accessing On Demand

You can access On Demand programming multiple ways, depending on your cable provider's service:†

- From the **Main Menu**
- From the **Quick Menu**
- From **Channel 1**
- From an On Demand tab in the **Flip Bar**

2 Ordering On Demand Programs

The **On Demand Menu** displays categories of programming. Use the ◉ buttons on your remote to select a category and access listings for the category or to access subcategory menus.*

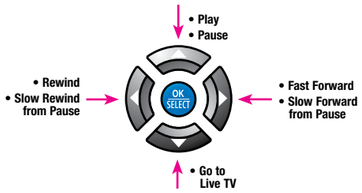
Guide Tip Select a title to access detailed information, including title length, cost, program rating and a program description.

3 Buying the Program

Highlight the BUY icon and follow the on-screen prompts to complete your order. If the program is available at no cost,*† a 👁 icon will appear instead of BUY. Your selection will begin playing immediately, and you can watch as often as you want during the period.

4 Watching On Demand Programs

Use your remote to pause, fast forward, rewind and stop the program. You may also be able to use the VCR control buttons available on some digital cable remotes. Remote control features vary.



Basic Navigation

- Yellow is always the highlight color. As you navigate listings using the remote, the highlight appears on screen to indicate the current selection.
- Press the ◉ buttons to move the highlight.
- Press **OK** to make a selection.
- Press the **EXIT** button to resume watching TV.

5 On Demand Menu

If you have stopped a program and want to come back to it later, select **My Rentals*** from the **On Demand Menu**.

- Highlight and select a title to see an informational screen that displays your remaining rental time and other program details.
- Select ▶ to start watching where you left off or select ⏮ to start the program from the beginning.
- Watch as many times as you want within the rental period.

You can also find rented titles in other On Demand listing screens. A checkmark appears in the **Instant Information** to identify it as a rented program.

Guide Tip If a **Reminder** appears during an On Demand program you are watching, you can accept the reminder and tune to the program, which stops the program. To return to your On Demand program later, access it from your list of rented titles and press **RESUME** or **RESTART** from the beginning.

Guide Symbols to Know: On Demand Action Icons

- ↩ Go back to the previous screen
- BUY Order the program or cancel an ordered program
- 👁 Tune to a program (for free and subscription programming)
- 🎞 Preview
- 🔒 Place a **Lock** on the program to restrict viewing
- ▶ Resume play of the video (appears for purchased videos)
- ⏮ Restart the video from the beginning (appears for purchased videos)
- ✕ Delete the title from your rented titles list (appears for purchased videos)
- 📦 Indicates the program is available as a package
- ⊘ Cancel selection

*On Demand not available in all areas. On Demand programs may not be recorded with DVR (if available).
† If available from your cable provider

TV on Your Terms

Life's busy. Life's demanding. And, interestingly, life doesn't typically conform to the schedules determined by television programmers. Traditionally, this has meant having to miss favorite programs when time hasn't allowed you to be at home in front of the TV.

Fortunately, there's Mediacom Digital Video Recording (DVR). With DVR, you can record hours of programming and watch whenever your schedule allows. Plus, DVR gives you the power to pause and rewind what you're watching. You can even pause live programming.

DVR gives you the power to control what and when you watch – all from your remote.

What can I do with DVR?

DVR provides you with the ability to record your favorite programs all season long, in addition to allowing you to pause and rewind live TV. You can even set **Reminders** so you don't miss shows you want to watch.

How easy is it to use?

Using your DVR is easy. When you want to record a program, select the **RECORD** button. When you want to pause TV, select the **PAUSE** button.

How many hours of TV can I record?*

Recording capacity depends on the video format that is being used. For digital programs, you have approximately 80 hours of storage space, and with high-definition you have approximately 25 hours.

How long can I keep my recordings?

You can keep your favorite programs as long as you want. But remember, recording space is limited, so you may need to delete programs on occasion to make room for more.

What are the advantages to having a dual-tuner DVR?

With a dual-tuner, you can watch one program while recording another. You can even record two of your favorite programs at the same time.

What equipment do I need to get started?

You will need an HDTV/DVR converter box and a remote. It is virtually the same size as a DVD player and can be conveniently placed on top or near your TV.

Can I record On Demand and Pay-Per-View programs?

On Demand content cannot be recorded with your DVR. You may record Pay-Per-View programs like any other program.

How long can I pause live TV?

You can pause up to 90 minutes of standard TV programming; less with HD programming.

Can I watch a program while I'm recording another?

You can watch a previously recorded program while you are recording a live program by accessing the DVR menu. However, if you change channels, a screen will appear asking you to confirm this channel change and stop the recording.

Can I program my DVR to record every episode of a specific show?

Your DVR will allow you to schedule recordings based on a program airtime and channel. You can also set a repeat recording, such as every day or once a week.

Can I receive and record programs in high-definition with my DVR?

Yes! As long as you have the DVR connected to a high-definition television (HDTV), you can watch HDTV programming as well as record it on your DVR.

On occasion, a recording starts a minute or two after the program has begun. Why?

The DVR timer is synchronized with the program guide. If a broadcaster starts the program a minute earlier than the program guide's scheduled time, the DVR will miss that first minute. You can program the DVR to start early by adjusting your **Recording Options**.

How will I know when I'm almost out of recording space?

A message will appear on screen advising you when recording space is low (80% full) or full. Note that if you are recording a program and run out of recording space, the recording will stop. You can always see how much recording space is available from **My Recordings**. You can also manually delete recordings and set your DVR to automatically delete recorded programs when space is needed.

* Recording capacity varies.

Mediacom DVR DIGITAL VIDEO RECORDING

1 Manually Schedule a Recording

Step 1: From the **Main Menu** or **Quick Menu**, select **DVR**.
Step 2: Select **Set a Recording**.
Step 3: Enter the start and end time for the recording, enter the day to record and select ☑ to confirm.
Step 4: Select the channel you want to record and you're set to go.

2 One-Touch Record

Press **RECORD** ● on your remote at any time while watching TV or while navigating through the guide. Recording begins immediately at the point you press **RECORD** ● for programs currently airing. You can automatically schedule recordings for programs starting at a later time or date by pressing **RECORD** ● while in the listings. Recording will start at the program's scheduled start time.

3 Recording Starting Notice

Before a scheduled recording begins, a notice will appear on screen giving you the opportunity to confirm or cancel the scheduled recording. The DVR will automatically tune to the channel and begin recording at the time you schedule it to start. Live TV programming that has been temporarily recorded will be erased once the scheduled recording starts.

YOUR RECORDING IS STARTING
You Have a Recording scheduled to begin on another channel.
Change the channel when Recording begins
Don't change the channel, cancel Recording

Guide Tip Changing the channel during a recording will stop the recording. You will see a notice confirming whether you want to stop the recording and change channels or continue recording.

4 Record Two Programs at Once‡

While Watching a Show:

- Press **RECORD** to record the program you are watching.
- Press **SWAP** to switch to the other tuner and find the second program you want to record.
- Press **RECORD** when you locate the second program you want to record.

From the Guide:

- Highlight a program you want to record from any listings screen.
- Press **RECORD** to set up the first recording
- Highlight the second program.
- Press **RECORD** to set up the second recording.

5 Record a Series‡

Your DVR lets you record multiple episodes of a program according to your preferences. You can set the DVR to record only new (first run) episodes, first run episodes and repeats or all episodes.

When you set a recording from a **Series Program Information** screen, you'll have an additional icon on the preceding **Recordings Overlay**. Choose this **Create a Series Recording** icon to specify your **Series Recording Options**.

- Select the episode type to record, such as **First Run Only**, **First Run and Repeats** or **All Episodes**.
- Specify how many recordings to save.
- Specify how long to save the recording – until you erase it or until space is needed.
- To access advanced series setup features, like adding minutes to the start and end times, and specifying which channels to record, select the **Recording Options** icon to review all options.

Your series recordings will appear in the **My Recordings** list with the show titles as their labels. Multiple recordings of the same show will have the same label and will be listed beginning with the most recent recordings first as default. To change your view, use the ◄ ► buttons on your remote to **View By Date**, **View By Channel** or **View By Title**.

You may also modify the priority assigned to a series using the **Series Priority List**.

‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with **Instant Replay**, **SWAP** and **LIVE buttons**.

6 Modifying Recording Options

Your DVR gives you flexibility to manage your personal video library. You can change your **Recording Options** at any time, as often as you like. From the **Main Menu**, select **DVR**; then select **Future Recordings** to see a list of your scheduled recordings. Highlight a program title and press **OK** or **INFO**.

Select the ● from the program information screen. Select 🔧 to change the **Recording Options**, or select ✕ to delete this program from your list of **Future Recordings**.

Use the ◄ ► ▲ ▼ buttons on your remote to change **Recording Options**:

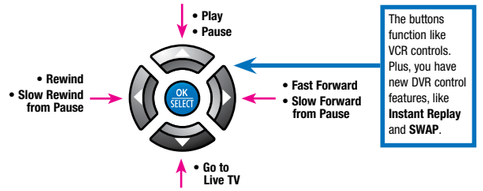
- Change the frequency of the recording, such as every day or once a week.
- Specify how many recordings to save.
- Set a **Save Until** parameter, either until you delete or automatically when space is needed.
- Change the start and end times in order to catch every minute of a program, even if it runs over.

Delete Programs

From the program information screen, select ✕ to delete the recording, or select ! to modify the **Delete Priority**. For example, you can tell the guide to delete the recording when space is needed.

7 Playback Controls

You can play back your video recordings using the video control buttons.


• Play
• Pause
• Rewind
• Slow Rewind from Pause
OK SELECT
• Fast Forward
• Slow Forward from Pause
• Go to Live TV
The buttons function like VCR controls. Plus, you have new DVR control features, like Instant Replay and SWAP.

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes.
No more missing the climactic scene of a movie or the winning play of the game!
For programs you are watching live, your DVR will remain in pause for up to 90 minutes.*
Press **PLAY** to resume normal play of the program.

8 Playback Controls with Status Bar

Status Bar

The Status Bar appears whenever you pause, rewind or fast forward a live program. It also gives you information such as the title of the program you are watching, the source of the program and duration of time. The yellow position bar indicates where you are in the program. Green indicates the length of the program you are watching. White indicates the length of other programs available in the buffer. Red indicates that you are watching a recording in progress.

Pause

As you watch live TV and recorded programs, press **PAUSE** and the video on your TV screen instantly freezes. No more missing the climactic scene of a movie or the winning play of the game! For programs you are watching live, your DVR will remain in pause for up to 90 minutes. Press **PLAY** to resume normal play of the program.

Rewind

Want to review a portion of your live show? It's a snap with DVR. Press **REWIND**. Press it again up to 4 times to increase the rewind speed. **REW**, **REW2**, **REW3** and **REW4** will appear on screen. **REW** is the slowest setting and **REW4** is the fastest. Press **REWIND** a fifth time or press **PLAY** to resume normal play.

Fast Forward

For programs you are watching live, **FAST FORWARD** can be activated if you have paused or rewound the program. Press **FAST FORWARD** to move forward in the program. Press it up to 4 times to increase the fast forward speed. **FF**, **FF2**, **FF3** and **FF4** will appear on screen. **FF** is the slowest setting and **FF4** is the fastest.

NOTE: You can only fast forward up to the point of live broadcast.

9 Playback Controls

Slow Motion

Ever wonder what the referees are looking at when they review a controversial play? Your DVR is equipped with slow-forward and slow-rewind functions to give you crisp and clear slow motion images.

- To activate slow-forward, press **PAUSE** and then **FAST FORWARD**.
- To use slow-rewind, press **PAUSE** and then **REWIND**.
- To return to regular speed, press **PLAY**.

Instant Replay

With Instant Replay,* you can go back to see the last play of the game or replay the last scene of your movie. Just press **PAGE** ◀ or **REPLAY** on your remote to replay the last 15 seconds. Press **PAGE** ◀ or **REPLAY** repeatedly to continue skipping back in 15-second increments.

Return to Live TV

Anytime you pause or rewind a live program, the show continues to be broadcast in real time. To return to live programming, press ▼ or **LIVE TV**.*

SWAP

Because your DVR has two tuners, it can buffer (temporarily record) two different programs at the same time. While recording two programs, you can watch and control either program up to the point of live TV by using the **SWAP** button on your remote.

The **SWAP** button allows you to toggle between two live programs while retaining control of both.

- Press **SWAP**.
- Select an alternative program by changing the channel.
- Press **SWAP** again to toggle between the two.

NOTE: The **SWAP** button is the key to keeping the buffer for both programs. If you change channels without using **SWAP**, you will lose the buffer.

* Some remotes are equipped with **Instant Replay** and **LIVE** buttons.

10 View Programs Stored in Your Personal Library

Step 1: From the **DVR Menu**, select **My Recordings**. Use the ▲ ▼ buttons on your remote to search through and highlight titles from your list of recorded programs. Press **OK** to select the program.

Step 2: From the **Information Screen**, select ▶ to resume play from where you left off or select ⏮ to restart from the beginning.

Guide Symbols to Know: DVR Action Icons

- Go back to the previous screen
- Play the recording
- Start the recording from the beginning
- Delete the program from **My Recordings**
- Change the **Delete Priority Rule**
- Place a **Lock** on the program to restrict viewing

NOTE: Some remotes are equipped with **Instant Replay**, **SWAP** and **LIVE** buttons.

* Recording capacity varies.
† Service may not be available in all areas.
‡ Features may vary by digital set top equipment type. Remote control functions and menu selections vary by area. Recording capacity varies by video source. Not all remote controls are equipped with **Instant Replay, SWAP** and **LIVE** buttons. HDTV programming not available in all areas.

Whole House DVR

With the Mediacom Whole House DVR you can record a program in the family room and watch it later in the bedroom. Or, start watching it in the basement, press PAUSE and finish the show in the living room. Everything you record can be watched from any DVR in the house. Even play the same show on two different DVRs without interference. It's a smarter, more convenient DVR everyone will enjoy.

Home DC900x

DC700x Cable Box

ActionTec ECB 2200 Adapter

Tiling/DVR functions are not working properly?

Please check to make sure the DVR box is connected properly and hand-tighten all fittings. If any equipment has been added or removed from your system since the initial hook up, you may need to contact Customer Service at 1-888-847-6228.

Having a problem with one DVR only?

- Find the DC700x cable box and power it **OFF**.
- Next, press the **RESET** button on the ActionTec ECB 2200 adapter. This is the small device hanging on the back of your cable box.
- Now wait 60 seconds.
- Unplug the DC700x box for 10 seconds and plug it back in.
- Wait one minute and then turn the DC700x back **ON** and test the DVR functions. If there is still no improvement, call Customer Service at 1-888-847-6228. Tell the representative that the DC700x box is not responding to the Whole House DVR service.

Having a problem with all DVRs?

- For every DVR that is connected to the Whole House system, find each DC700x cable box and power it **OFF**.
- Next, wherever the main console is set up, locate the DC900x box also labeled "Home" on the front right of the box. This component controls all other sets.
- Press and hold the **POWER** button on the front of the DC900x box – the light will turn red after 15 seconds.
- Now unplug the Home DC900x box for 10 seconds, and then plug it back in. **NOTE:** It can take up to 5 minutes for the Home box to reboot.
- After 5 minutes, reset each DC700x cable box and ActionTec ECB 2200 adapter on each connected TV. To do this, follow bullets 2 through 5 in the procedure titled "Having a problem with one DVR only?"

Recovering from power outages?

Once power is restored, the Whole House DVR service can take up to 20 minutes to fully reboot and re-synchronize. If, after 30 minutes the system has not recovered, reboot the system by following the directions in the procedure titled "Having a problem with all DVRs?"

You Won't Believe Your Eyes and Ears

Ready to take your television viewing experience to the next level? That's what you get with High-Definition TV from Mediacom. HDTV delivers the most vivid possible picture, so real that the images on the screen seem to be right in front of you. This imagery is reinforced by crystal clear, digital audio that delivers every possible sound.

With a bigger picture, better resolution and the best possible audio, HDTV is truly the future of television.

What's the visible difference between HDTV and our current television system?

One word – resolution. Television images are actually composites of many horizontal lines. More lines mean better picture quality. Regular televisions feature a maximum of 480 interlaced lines in the picture. HDTV uses 720 to 1080 lines, allowing viewers the opportunity to see more detail than ever before, such as specks of color in an actor's eyes.

Will I be able to see more of the picture with HDTV?

Absolutely. HDTV's widescreen format is a 16:9 aspect ratio – just like a movie theater. This widescreen format creates a panoramic effect for the viewer, conveying more scenery and action. By comparison, a standard TV has an aspect ratio of 4:3.

What's the difference between HD-capable and HD-ready TVs?

Today, HDTV is available in two forms: HD-ready and HD-capable. HD-ready sets have built-in HDTV receivers. This built-in receiver, however, is not compatible with Mediacom's HDTV receiver/converter. HD-capable sets are, essentially, monitors that require an external receiver/converter. In both cases, a Mediacom HDTV digital converter is required.

Why doesn't the picture always display in full screen when I'm tuned to a high-definition channel?

Not all programs are in high-definition format; therefore, programs will not always be full screen. Not every show currently broadcast by an HD station is in HD format. You can assume that if you are getting a picture on the HD channel, your equipment is functioning properly. You may want to check your HD monitor (TV set) settings (consult the HD monitor's user manual).

Will I be able to view closed captioning with HDTV Service?

To enable closed captions on the HD set top you must access the **On-Screen Menu**. Begin by powering **ON** your HDTV and powering **OFF** the set top box. Press the **MENU** button on either your Mediacom remote or the set top box front panel to call up the **On-Screen Menu**. You may use either the front panel or the remote to navigate the display. Arrow down to the **Closed Caption Menu** option. Use the right arrow button to select the option to enable closed captions. Press the **POWER** or **MENU** button to exit the menu and save your settings.

What HDTV programming does Mediacom offer?*†**

Mediacom customers who have an HDTV with a digital tuner can receive their local broadcasters* in HD at no additional charge.

Mediacom Digital customers with an HD converter can receive ESPN HD, ESPN2 HD, HD Theater, TNT HD, TBS HD, CNN HD, WGN HD, A&E HD, History Channel HD, USA HD, SyFy HD, HGTV HD, Food Network HD, FX HD, Speed HD, Discovery Channel HD, TLC HD, Animal Planet HD, Lifetime HD, Fox News HD, Cartoon HD, CNBC HD, Bravo HD, BTN HD, Comcast Sports Net HD, Fox Sports Net HD and their regional sports networks* in HD at no additional charge.

If you subscribe to HBO, Showtime or Starz premium services, you receive their HD channels at no additional charge.

An optional $6.95 package of HD service (HD Pak) consists of Smithsonian HD, Universal HD and MGM HD*.

Where can I find an HDTV set top box user manual?

You can read and print off an HD manual at our website, **www.mediacomcable.com.**

How do I get started?

Simply call Mediacom to schedule an appointment for home installation at **1-888-847-6228.**

* Not all services are available in all areas.
† HDTV programming is limited to the programming provided by Mediacom in HDTV format by the programming provider and is subject to change.
** Rates subject to change for all pricing.

Mediacom HDTV
HIGH-DEFINITION TELEVISION

1 Getting Started

To begin using your HDTV service, turn on power to both the set top box and your HDTV:

Step 1: Using the Mediacom remote, turn on the set top box by pressing the **CABLE** button to set it in cable mode, then the **POWER** button.
Step 2: With the Mediacom remote, turn on the HDTV by pressing the **TV** button, then the **POWER** button, or, using your HDTV remote, follow your TV manufacturer's instructions for turning on your HDTV.

NOTE: Not all TVs are compatible with the Mediacom remote.

2 To View a High-Definition Channel

Step 1: On your TV's remote, press the **VIDEO INPUT MODE** button (refer to your TV's manual for clarification) as necessary until you reach the HDTV Video Input noted on the previous page.
Step 2: On the Mediacom remote, press the **CABLE** button to set the remote in cable mode.
Step 3: Use the remote to access high-definition channels in any of the following ways:
a. Press the **CHANNEL UP/DOWN** buttons to scroll to a high-definition channel.
b. Press the applicable number keys to go to a specific channel number.
c. Browse, using the **Interactive Program Guide** (IPG).

3 Important Safety Instructions

Ventilate

The high-definition set top box has been designed to operate reliably in a well ventilated household environment. Slots and openings in the unit cabinet are provided for ventilation. These openings should never be blocked by placing the product on a bed, sofa, rug or similar surface. The unit should be positioned with at least two inches of space above and on all sides.

Safety Instructions

Step 1: Position the set top box with at least two inches of space above and on all sides.
Step 2: Do not block the slots and openings in the set top box.
Step 3: Do not place anything on top of the set top box.
Step 4: Do not position the set top box in an enclosed space that would restrict air flow around the unit.
Step 5: Do not position the set top box near any external heat source that could raise the temperature around the unit.

4 Important Information About Your HDTV Display

Letterboxing

In a similar fashion, when wide-screen (16:9 aspect ratio) content is transmitted to a 4:3 TV screen, the content provider may add black margins on the top and bottom of the screen to ensure that the entire width of the picture is visible. This is known as "letterboxing."

Sidebars

When a standard-definition program is viewed on a wide-screen HDTV, the HDTV may center the image on the screen with black, gray or white margins (known as sidebars) on either side in order to retain the 4:3 aspect ratio.

5 Avoiding Sidebar or Letterbox Damage (Burn-In)

Persistent viewing of programs with sidebars or letterboxing over long periods of time may degrade the picture quality of your HDTV by reducing your HDTV's ability to display colors evenly across the screen.

With your TV's remote, press the **FORMAT** (aspect ratio) button (if available) as needed, stretching or zooming to adjust the picture display until any black (or gray/white) sidebars are eliminated.

Since letterboxing is done by the content provider, letterboxed programs cannot always be completely zoomed to fill the screen. (See your TV's manual for details.) Pausing DVDs or videos for extended periods of time can also cause burn-in. Mediacom will not be held responsible for any burn-in on your HDTV set.

The On-Screen Menu

Use the **On-Screen Menu*** to tailor your HD set top box to the capabilities of your HDTV. This allows the HD set top box to automatically optimize both standard and high-definition video, based on your HDTV and personal preferences. To access the **On-Screen Menu**, power **ON** your HDTV and power **OFF** the HD set top box. Press the **MENU** button on either your remote control or the HD set top box front panel to call up the **On-Screen Display**.* You may use either the HD set top box front panel or the remote control to navigate the display.

- The arrow on the left indicates the position of the cursor.
- Press the ▲ and ▼ buttons to select the setting you wish to change.
- Press the ▶ button to select an option for that setting.
- To exit the setting and move to another setting, use the ▲ and ▼ buttons.
- Press the **POWER** or **MENU** button to exit the menu and save your settings.

TV TYPE

The first user setting is TV TYPE. Your selection tells the HD set top box what type of TV you have and how you prefer to watch widescreen programming.Your choices are 16:9, 4:3 Letterbox or 4:3 Pan Scan.

- Choose 16:9 if you have a wide screen HDTV.
- Choose 4:3 Letterbox if you have a standard TV and you prefer to watch widescreen programming in its original aspect ratio.
- Choose 4:3 Pan Scan if you have a standard screen TV and you prefer that widescreen programming is cropped to fill your screen. Think of this last choice as watching a theater-style movie that has been reformatted to fit your standard screen TV.

Y Pb Pr OUTPUT

Next, use the down arrow to select Y Pb Pr OUTPUT. This setting indicates the picture resolution you prefer when watching high-definition programming. The choices, listed in order of highest to lowest picture resolution, are 1080i, 720p, 480p and 480i. Your selection will depend on which format(s) your HDTV supports. To maximize your high-definition viewing experience, refer to your television set owner's manual and use the ▶ button to choose the setting that indicates the highest picture resolution that your television will support.

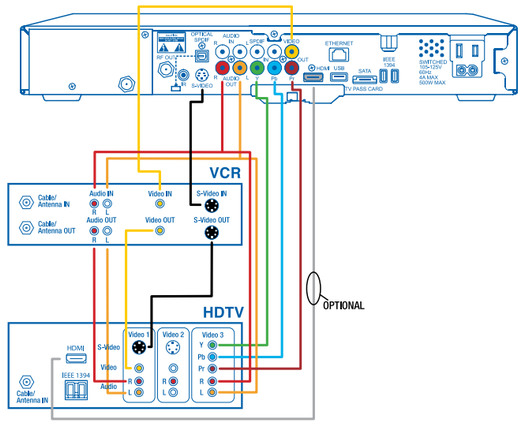
4:3 OVERRIDE

Finally, use the down button arrow to select 4:3 OVERRIDE. By selecting 480i or 480p, you are telling the HD set top box to send standard-definition programming to your TV in its original broadcast format. Select **OFF** and the HD set top box will default to the resolution selected in the Y Pb Pr OUTPUT setting above. To exit and save changes, press the **POWER** or **MENU** button. For more details on configuring your HD set top box output settings, including setting closed caption preferences, see the Motorola HD set top box user guide or visit www.motorola.com/broadband.

*If the **On-Screen Menu** does not appear on your HDTV screen, your TV may not support the default, standard-definition setting (480i). Use the HD set top box front panel LED to view and change your settings.

Mediacom HDTV
HIGH-DEFINITION TELEVISION

7 Connecting the HD/DVR Set Top Box to a High-Definition TV and VCR



If you intend to use a standard stereo VCR, use this configuration to watch both HD and standard-definition video on your HDTV, as well as record and play standard-definition video via your VCR.

WARNING: Do not plug in the set top box power cord into a wall outlet until you have completed ALL connections between the DCT and other components.

You will need the following connector cables:
- 1 set of two-pronged red & white RCA-type audio cables
- 2 sets of "Y" audio splitter cables
- 2 S-Video cables

– OR –

- 2 sets of single-pronged RCA-type video cables

NOTE: The inputs/outputs on your specific VCR and HDTV determine which video cables you will need. If your VCR and HDTV accepts S-Video, this should be your first choice, as it is considered the higher standard-definition video output.

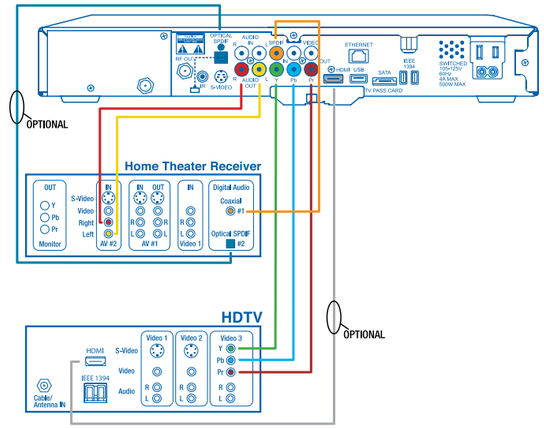
Step 1: Using the coaxial cable from an active wall outlet, connect the cable to the CABLE IN coaxial input on the set top box.
Step 2: Locate the Y Pb Pr inputs on your HDTV and the Y Pb Pr outputs on the set top box. (These connectors are color-coded on the set top box as follows: Y = green; Pb = blue; Pr = red. Colors may vary on your HDTV.)
Step 3: Using a three-jack component video connector, connect the Y output on the set top box to the Y input on your HDTV. Do the same for the Pb and Pr connections.
Step 4: Connect the single connector end of a Y audio splitter cable to AUDIO OUT R (red) on the set top box. Insert the other ends into AUDIO IN R on your VCR and AUDIO IN R on your HDTV.
Step 5: Use the second splitter cable to connect AUDIO OUT L (pink) on the set top box to the AUDIO IN L connections on both the VCR and the HDTV.
Step 6: Use the two-pronged RCA cable to connect AUDIO OUT L & R on your VCR to AUDIO IN L & R on your HDTV.
Step 7a: Using an S-Video cable, connect the S-VIDEO output on the set top box to the S-VIDEO IN on your VCR. Then use the second S-Video cable to connect the S-VIDEO output on the VCR to S-VIDEO IN on your HDTV.

– OR –

Step 7b: Using your single-pronged RCA-type video connector cable, connect the VIDEO OUT (yellow) connector on the set top box to the VIDEO IN connector on your VCR. Next, use the second single-pronged RCA-type video connector cable to connect the VIDEO OUT connector on your VCR to the VIDEO IN connector on your HDTV.

NOTE: You will need to purchase all other cables if you choose to use the optional outputs on the HD set top box such as the HDMI and OPTICAL SPDIF outputs.

8 Connecting the HD/DVR Set Top Box to a High-Definition TV and Home Theater



Using this illustration, you can connect a stereo or home theater receiver to take full advantage of the set top box's rich digital audio features. To integrate a VCR or DVD player with a home theater receiver, consult the equipment manufacturer's manual provided with the equipment.

WARNING: Do not plug in the set top box power cord into a wall outlet until you have completed ALL connections between the DCT and other components.

There are three options to configure your audio connection to include your home theater. Select the setup that matches the audio inputs on your home theater receiver. Options 1 and 2 are of equal sound quality. Option 3 is of lesser quality.

OPTION 1 – Optical

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the OPTICAL SPDIF output on the set top box and the OPTICAL SPDIF input on your digital home theater receiver. This input may also be labeled "Toslink" on your digital home theater receiver.
Step 3: Using an optical audio connector, connect the output on the set top box to the input on your digital home theater receiver.

OPTION 2 – RCA-Type Digital Audio

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the orange RCA-type SPDIF output on the set top box and the RCA-type SPDIF or digital audio input on your home theater receiver.
Step 3: Using a single-pronged RCA-type audio connector, connect the output on the set top box to the input on your home theater receiver.

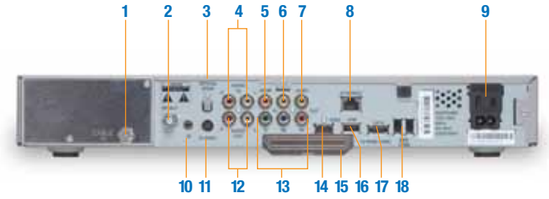
OPTION 3 – Baseband Audio Connector Cables: two-pronged RCA-type audio cable (red and pink)

Step 1: Follow steps 1 through 3 in basic operation 7.
Step 2: Locate the AUDIO OUT L (pink) and R (red) outputs on the set top box and the AUDIO IN L & R inputs on your HDTV.
Step 3: Using a two-pronged RCA-type audio connector, connect the L & R outputs on the set top box to the L & R inputs on your HDTV. Remember L will go to L, and R will go to R.

NOTE: When using your audio receiver, it is recommended that you mute or turn down the volume on your TV.

9 HD/DVR Set Top Box Back Panel

The rear panel of the set top box consists of three types of interfaces: audio, video and data. The following information describes each connection and its use.



Key	Description
1. **Cable In**	This connector receives the incoming signal from your cable service provider.
2. **RF Out**	RF video output.
3. **Optical SPDIF**	The OPTICAL SPDIF connector is an SPDIF optical digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT to a stereo tuner or A/V receiver to provide surround-sound, theater style audio.
4. **Audio In***	L and R (left and right) RCA connectors for loop-through audio from audio equipment.
5. **SPDIF**	The orange coaxial SPDIF connector is a digital output connection that carries Dolby Digital 5.1 audio or PCM audio. It is used to connect the DCT to a stereo tuner or A/V receiver to provide surround-sound, theater-style audio.
6. **Video In***	RCA type video input from a TV, VCR, camcorder, or other device.
7. **Video Out**	RCA type video output to a VCR or TV.
8. **Ethernet***	Ethernet 10/100Base-T port.
9. **AC Power**	AC power connector: • The bottom plug is an input for the AC power cord. • The top plug is a switched power outlet for a device such as a TV or VCR.
10. **IR**	This connector enables the DCT to control a VCR while recording a selected program. Not all electronic program guides support this feature.
11. **S-Video**	This connector is used to deliver high-quality, standard-definition video to external devices that accept S-Video inputs, such as a high-end VCR or TV.
12. **Audio Out**	L and R (left and right) RCA type stereo audio output jacks.
13. **Y Pb Pr**	These connectors are used to deliver component video to an HD-ready TV or monitor. Though capable of delivering standard-definition video to your TV or monitor, these cables are necessary to deliver high-definition video.
14. **HDMI**	HDMI video output to an HDTV (can connect to a DVI input using an HDMI-to-DVI converter cable).
15. **TV Passcard**	TV passcard interface.
16. **USB***	USB 2.0 connector for devices such as keyboards, joysticks, scanners, disk storage, PCs, printers, or digital cameras.
17. **SATA***	Connector for optional external hard drive.
18. **IEEE 1394***	IEEE 1394 connector for connecting to audio and video devices such as a DTV.

*These connectors are not currently enabled.

10 Troubleshooting Tips

General Troubleshooting Tips
- Properly plug your television and HD set top box into an electrical outlet. (If a light switch controls the outlet, make sure it's turned on.)
- Make sure all cables are properly connected and connections are finger tight.
- Make sure power indicator light on the set top box is on.
- Make sure TV power is on and the TV is tuned to channel 3 or the correct video input.
- If your setup includes a VCR and/or stereo, make sure they are properly connected to the set top box.

Blue Screen or Other VCR-Related Problems
- Make sure your VCR is tuned to channel 3 or to the correct video input.
- Press the **TV/VCR** button on your VCR.

Absence of Graphics, Closed Captions, or Program Guides on the TV Screen
- The HD set top box cannot generate graphics on all video outputs at all times.
- If the HD set top box is set to 1080i, 720p, or 480p output format, graphics are only available on the high-definition video outputs (DVI and component video).
- If the HD set top box is set to 480i, graphics are available on all video outputs.
- If the HD set top box is connected to a standard-definition TV, verify that the HD set top box is configured to use the 480i output mode.

Interactive Guide with No Program Listing
- Disconnect the power cord from the electrical outlet and wait at least 10 seconds. Plug the power cord back into the electrical outlet to begin reloading the interactive guide information. This will take about 30 minutes to complete. While the guide is reloading information, you will be able to watch TV and change channels with your remote, but on-screen programming listings will not be available until the reloading process is complete.

No Sound
- Verify that the mute function has not been activated on your TV and/or HD set top box.
- Make sure the volume is turned up on your TV or home theater system.
- If you are using a stereo receiver or home theater system, verify that the audio connections are correct.

Blank Screen or Snowy Picture
- If you are using the cable TV/RF input, make sure your TV and/or VCR are tuned to channel 3.
- If you are using the line/RCA inputs, make sure your TV and/or VCR are tuned to the correct line input.

More Troubleshooting Help
- If you need additional help, please call Mediacom at **1-888-847-6228.**

Mediacom Premium HD Services*

HBO HD · themoviechannel HD · SHOWTIME HD · starz HD

Mediacom HD Family Cable*

TNT HD · HD Theater · HGTV HD · MTV HD · A&E HD · Syfy HD · History HD · food network HD · E! HD · Vsion America · tbs in HD · USA HD · nick HD · ESPN HD · ESPN2 HD · FOX HD · FOX News HD · FX HD · HDTV · Speed HD · ABC HD · CBS HD · HLN HD · Comedy Central · CNN HD · PBS HD · TLC HD · Animal Planet HD · FSN HD · Discovery Channel HD · Lifetime HD · CN HD · HD by Bravo · Comcast SportsNet HD · CNBC HD+ · Big Ten HD · truTV HD · VH1 HD · Spike · msnbc HD · CMT HD

* Not all channels available in all areas. Channels subject to change. Channels must originate in HD Format to be displayed in HD. HD Pak rates are separate monthly fees and require a subscription to Family Cable. Premium services require monthly subscription.

Enhance Your Web Experience with High-speed Internet Service

With the speed and convenience of Mediacom Online® High-speed Internet services, the whole family can surf the web. Whether it's researching for school, downloading audio files or emailing pictures to friends and family, Mediacom makes it easy.

What are my Mediacom Online options?

Mediacom Online is a high-speed Internet service enabling customers to download at speeds of up to 12 Mbps. There is no dialing in, which frees up your phone line and allows a constant Internet connection.

With **Mediacom VIP Online**, you can get Digital Cable, Phone and Mediacom Online, and a speed upgrade to 15 Mbps as a bonus.

Mediacom Online MAX is a high-speed Internet service with download speeds of up to 20 Mbps and upload speeds up to 2 Mbps. Mediacom Online MAX is a super speedway for gaming and downloading large files. This service is packed with premium features, including a wireless router for multiple connections in the home and branded premium content.

What are the computer requirements for Mediacom Online services?

- Windows® 2000, 2003, XP, Vista, Windows 7
- 256 MB RAM
- 50 MB of hard drive space
- 200 Mhz processor

What are the most recent online product offerings Mediacom has available?

Mediacom Home Networking is now available and allows your whole family to surf the Internet through a single connection at the same time.

Why should I consider a home network?

- To save money by sharing a single Internet connection.
- To share a printer among several computers.
- To access files easily from your networked computers without having to email or copy them.
- To play networked or Internet-ready video game consoles, like Xbox®.
- To protect your computers and files with built-in firewall security.

How is home networking configured?

A home network is configured by first connecting a cable modem to a cable outlet. Then a router connects to your cable modem and distributes the signal to other devices to share the connection, files, printers and/or Internet-ready game consoles. The router also acts as a firewall to protect your home network and files from outsiders. In new devices, the router and cable modem are integrated into one easy-to-use device.

Are there any unique benefits I'll receive from Mediacom Online or Online MAX?

Mediacom Online's premium content includes access through www.mediacomtoday.com for local news and information, free Internet music from Rhapsody, exclusive access to ESPN3.com and ABC News Now.

With Mediacom Online MAX, your premium content options expand to include something for everyone in your family. Mediacom Home Networking* is automatically included with Mediacom Online MAX 20 Mbps service.

Mediacom Online is officially listed on the Xbox® LIVE compatible support website, www.xbox.com. The Xbox® LIVE service allows a subscriber with an Xbox 360® video game console to play interactive games with others over the Internet.

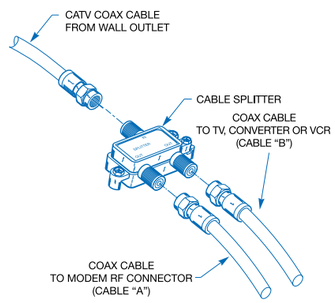
If I have questions, whom do I call?

Customer Support (24 hours a day/7 days a week): **1-866-452-4747.**

* Home Networking service rate is a separate monthly fee and requires a subscription to Mediacom Online. (Included in Mediacom Online MAX subscriptions.) Service is available to residential customers only. Customer is responsible for additional customer premise equipment and operating system required for Internet access service. Installation fees are applicable and vary upon the number of devices networked. Subscribers must agree to and comply with Mediacom's applicable subscription terms and policies. Other charges, conditions, requirements and restrictions may apply. Service may not be available in all areas. All rates and services are subject to change. Federal, state and local taxes, governmental regulatory fees and surcharges, franchise, copyright fees and other charges, if any, are additional. Call your local Mediacom office for complete details. Mediacom is a registered trademark of Mediacom Communications Corporation. Xbox® is a registered trademark of Microsoft Corporation.

Mediacom ONLINE CABLE INTERNET SERVICE

1 Install the Splitter

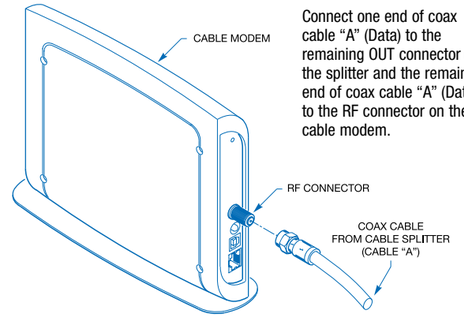

CATV COAX CABLE FROM WALL OUTLET
CABLE SPLITTER
COAX CABLE TO TV, CONVERTER OR VCR (CABLE "B")
COAX CABLE TO MODEM RF CONNECTOR (CABLE "A")

Step 1: Disconnect your CATV coaxial cable from your TV, converter box or VCR and connect it to the IN connector on the cable splitter.

Step 2: Connect one end of a coax cable "B" to one of the OUT connectors on the splitter and the remaining end of coax cable "B" to your TV, converter box or VCR.

NOTE: Make sure the cable line plugged into the modem originates or comes off the first splitter location coming into your home (often located in the basement or garage of the house). Connecting the modem to a line with two or more splitters may interfere with the operation of the modem.

2 Connect the Coaxial Cable to the Modem



Connect one end of coax cable "A" (Data) to the remaining OUT connector on the splitter and the remaining end of coax cable "A" (Data) to the RF connector on the cable modem.

OR

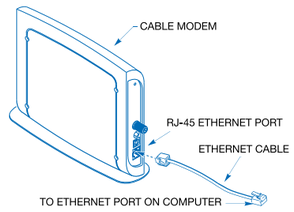
IMPORTANT: The cable modem connects to your PC using either a Network Interface Card (NIC) or a USB port.
- For an Ethernet connection, **follow step 3a:** "Connect Modem to an Ethernet NIC on PC."
- For a USB connection, **follow step 3b:** "Connect Modem to a USB Port on PC."

Do not connect the modem to the PC Ethernet and the USB port. Use either the Ethernet (3a) or the USB port (3b), not both.

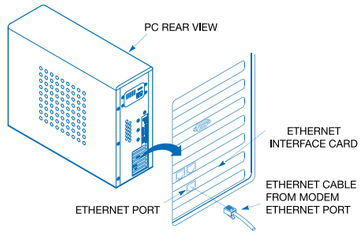
3a Connect Modem to an Ethernet NIC on PC (Skip step 3b if you perform this step.)

NOTE: If you purchased a Network Interface Card (NIC), please follow the directions in the NIC package to install the NIC before connecting the cable in the steps below. Make sure you follow the instructions to put the NIC in your PC and load the software device drivers.

Step 1: Connect one end of the Ethernet patch cable to the RJ-45 Ethernet port on the back of the modem.

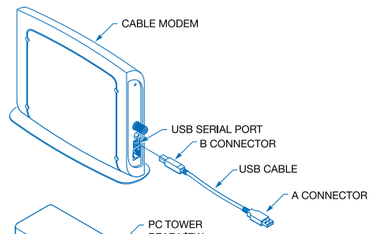


Step 2: Connect the remaining end of the patch cable to the RJ-45 Ethernet port on the Network Interface Card (NIC).

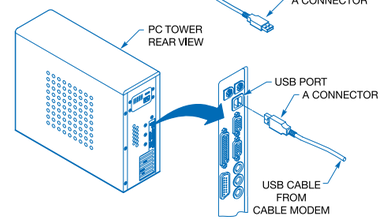


3b Connect Modem to a USB Port on PC (Skip step 3a if you perform this step.)

Step 1: Insert the USB cable "B" connector into the USB serial port on the back of the modem.



Step 2: Insert the USB cable "A" connector into the computer USB serial port on your computer.

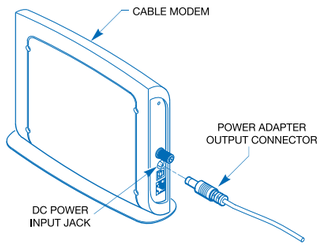


4 Connect the Power Adapter to the Modem

NOTE: If you have used a USB cable to connect your modem, your computer will prompt you to load a USB driver once you apply power to the modem. Insert the CD from your modem package into your CD ROM drive and follow the instructions.

Step 1: Make sure your PC is off and insert the power adaptor output connector into the DC power input jack on the back of the modem.

Step 2: Plug the power adapter into an AC power outlet.Your modem should power up (this can take up to 10 minutes for the modem to complete its boot and scanning sequence).



5 Install Your PC

INSTALLATION

You will need your account number and registration code to complete the installation. This information is printed on the letter that was included in your self-install kit. You will also need the cable modem MAC address which can be found on the back of the cable modem.

Power up your PC. Launch your Internet browser. Your browser should automatically go to maestro.mediacomcc.com/walledgarden. Follow the step-by-step instructions on your screen to complete the installation.

COMPUTER REQUIREMENTS

- Windows® 2000, 2003, XP, Vista, 7
- 256MB RAM
- 200 Mhz Processor

TECHNICAL SUPPORT

1-866-452-4747

For further questions, visit **mediacomcable.com/CustomerSupport**.

"Let's Talk"

Our new phone service provides a wide range of features, including unlimited local and nationwide long distance calling for one low price. With Mediacom Phone, there's no guessing and no surprises. Call as often as you want, whenever you want throughout the U.S. and Canada. The price stays the same.

After I switch to Mediacom Phone, should I call my current phone company to disconnect my service?

If you are keeping your current phone number, you do not need to contact your current phone service provider to disconnect service. Mediacom will contact them for you. Once the Mediacom Phone service standard installation is completed and your phone number is successfully transferred, your prior phone service will be disconnected. Until then, you will continue to have service from your current phone provider.

Does Mediacom provide technical support?

Yes. Mediacom provides complete support 24 hours a day, 7 days a week for all of our services. We have local support teams in all areas that we serve.

How will I be billed?

You will receive one bill for all of your Mediacom services, including your Mediacom Phone service. Your monthly phone charge will appear on this bill, including a daily summary of additional charges for any calls made to international locations, Directory Assistance and Operator Services. You will also be billed for local, state and federal taxes and any applicable regulatory fees and surcharges associated with your Mediacom Phone service, similar to those charged by traditional phone service providers.

Do I have to buy any additional equipment?

No. There is no additional equipment to buy as long as you have a working telephone with a standard modular RJ11 jack in your home. To use some of the calling features such as Caller ID, you must have Caller ID display equipment or a phone with Caller ID built in.

Can I get more than one phone line/phone number?

No, not at this time, but we hope to offer this service soon.

How is Mediacom Phone different than Internet phone service?

Mediacom Phone does not connect your calls via the public Internet. Unlike VoIP (e.g., Vonage) service, Mediacom Phone service uses a combination of Mediacom's broadband network, Sprint's state-of-the-art digital network and the Public Switched Telephone Network (PSTN.) This guarantees the quality of the network that carries your voice signal and provides a crisp, clear digital voice service.

Can I call 911?

You can report police, medical, fire and other emergencies by dialing 911 and be connected to a live emergency operator. With Mediacom Phone, you do not need to register your address for 911. We will do it for you when we set up your account.

If there is a loss of electrical power to my home, will my phone service be lost, too?

The multimedia terminal adapter (the phone modem) used to provide phone service over Mediacom's broadband network uses household electrical power. Mediacom does include a battery backup with the multimedia terminal adapter to provide backup power for a limited time during a power outage affecting your home.

Will I still be listed in the telephone book?

Yes. You will be listed in Directory Assistance 411 and in your local telephone book. You will be given the option of having your phone number listed, unlisted or unpublished.

If I have questions, whom do I call?

Customer Support: **1-866-452-4747.**

Does Mediacom offer voice mail services?

Yes, voice mail is available at a monthly rate of $4.95.

Mediacom PHONE CABLE SERVICE

Standard Features

- Enhanced Emergency 911
- Three-Way Calling
- Speed Dialing
- Call Waiting
- Caller ID Name and Number
- Caller ID for Call Waiting
- Call Forwarding
- Anonymous Call Rejection
- Repeat Dial
- Return Call
- Customer Originated Trace
- Caller ID Per Call Blocking
- Cancel Call Waiting

Optional Features

- International Calling
- Unlisted/Non-published Directory Listing
- Additional Outlet Installation
- Inside Wire Maintenance
- Operator Services and Directory Assistance
- Voice Mail

Satisfaction Guaranteed

Mediacom is in your community, so you can depend upon 24/7 customer care. And like our Digital Cable and High-speed Internet services, Mediacom Phone comes with a 30-day money-back guarantee.

Home Wiring

Mediacom Phone uses all of your existing home phone equipment, jacks, outlets and in-home wiring. Mediacom provides the phone modem, which connects to any one of your phone outlets or jacks, activating every phone on that line.

RUMBLE-READY 24/7
If you're a hardcore WWE fan who can't wait until Monday night, turn to WWE Classics On Demand. Just $7.99 a month gives you around-the-clock access to the greatest matches in WWE history.
To jump into the ring, call Mediacom today.
1-866-928-2225
Mediacom ON DEMAND
CLASSICS ON DEMAND
Must be a Digital Cable subscriber. Not available in all areas.
All WWE programming, talent, images, likenesses, and logos, as well as all AWA, WCW, NWA, Jim Crockett Promotions, Smoky Mountain Wrestling, Canadian Stampede Wrestling, Championship Wrestling from Florida, and World Class Championship Wrestling footage and trademarks are the property of WWE and its subsidiaries. All other trademarks, product names, company names and logos cited herein are the property of their respective owners. © 2011 World Wrestling Entertainment, Inc. All Rights Reserved.

We Can Help

You can expect your service to be up and running whenever you tune in. There may be times when a brief interruption of service occurs due to thunderstorms or power pole accidents even when your electric service may be working. Restoring your service is our immediate priority. However, if you find that your neighbors are not experiencing a service outage, you may be able to troubleshoot your own service problem yourself.

Before you schedule an appointment try the following troubleshooting steps.

Check: Power is on

- Verify lights and other appliances are working. If not working you may be experiencing a power interruption to your home.
- If power is on look for loose or disconnected power cords. Make sure they are plugged in all the way.
- If power outlet is controlled by a wall switch, make sure the switch is in the ON position.

Check: Remote control batteries are good

- Manually turn on the TV or cable box by pressing the **POWER** button on the front panel. Next, use the remote control to turn **OFF** the TV or cable box. If device does not turn off, then change the batteries in the remote control.

If this did not correct the problem proceed to the next step.

Check: VCR/DVD turned OFF

- Turn VCR OFF- With the TV ON; turn the VCR OFF and DVD player OFF, if installed. If picture did not return, go to next step.
  - TV on Channel 3- With the TV ON and the VCR ON, use channel button on front of TV to select channel 3; most commonly used channel but you may need to try channel 2, then channel 4.
  - VCR on channel 3- With the TV ON and the VCR ON, use channel button on front of VCR to select channel 3; most commonly used channel but you may need to try channel 2, then channel 4.
  - Turn VCR OFF.

If this did not correct the problem proceed to the next step.

Check: TV INPUT is correct

If TV was recently used to play video games, VCR tapes, DVD movies or home camera movies, you may need to change the INPUT back to the TV.

- Press the **INPUT** button (may be labeled TV/VIDEO SOURCE or Antenna) on the TV or use the remote control that came with the TV.
- Menu will display on TV screen. Select the correct option for your TV if you know it. Options may be labeled Cable TV, CATV, CAB, Input 1, Video 1, Antenna 1, AV1 or some other name. (Check your TV user manual). If you don't know which option to use, select each option one at a time by pressing the up or down arrow on TV front panel or use the TV remote control.

If this did not correct the problem proceed to the next step.

Check: Loose connections

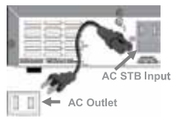
- Tighten loose coax cable connectors (the ones with threads); they provide both picture and sound.
- If used, secure loose video cable (typically yellow colored); it provides picture.
- If used, secure HDTV cable (typically red, blue and green connectors); they provide HDTV picture.
- If used, secure HDMI digital cables; they provide HDTV picture and sound.

If you recently connected or added TV or audio equipment, make sure the color of the connectors match the color of the plug-in ports. Additionally, ensure that the cable is connected from the "out" port on the first piece of equipment to the "in" port on the next piece of equipment. Continue with the "out" and "in" pattern until you reach your TV.

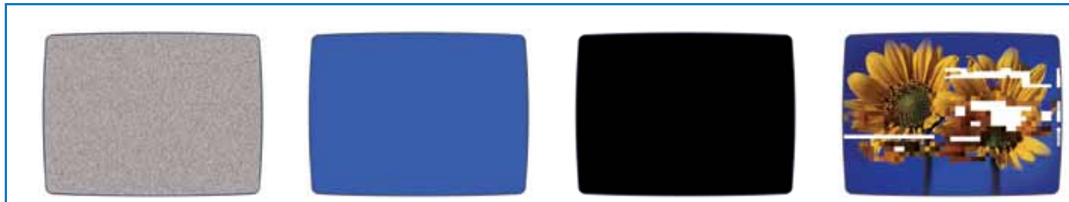
If this did not correct the problem proceed to the next step.

Check: Set top box needs to be rebooted by "power cycling"

- Reboot the set top box by unplugging its power cord from the wall outlet, power strip or from power inlet on back of box. (Just turning the set top box power OFF and ON will not reboot the box. It must be unplugged and replugged into the power source).
- Wait 20 seconds.
- Plug power cord back in.
- The set top box will cycle through the entire start-up process. Data may take up to 20 minutes to reload. TV guide information will display "To Be Announced" until fully reloaded.



*If this did not correct the problem contact Customer Service at **1-888-847-6228**.*



Troubleshooting Digital Cable TV Problems

Problem: A blue bar on your TV screen that says **"One Moment Please"**

Possible Resolution:

If the channel does not come up after waiting a couple of minutes, then check to make sure the coax cable between the wall outlet and set top box is screwed in tightly. If that does not correct the issue, then power cycle the set top box. If after 5 minutes the channel does not come back on, contact Customer Service.

Problem: "To Be Announced" message in the channel guide

Possible Resolution:

When looking at the channel guide, if all you see for programming information is a message that says "To Be Announced," this is a normal message when first powering up your set top box, or after a power outage. It usually takes 10 minutes or so before channel guide information starts to appear, and a few hours for the full programming guide to download to the box. If "To Be Announced" has been displayed for longer than a day on every channel, power cycle the set top box and contact Customer Service if program listings don't appear within 20 minutes.

Problem: A blue bar on your TV screen that says **"Not Authorized"**

Possible Resolution:

The most likely reason you are seeing this is because your set top box may be tuned to a premium channel that you do not subscribe to, for example: HBO, Showtime, Cinemax, etc.

If you know that you should be receiving the channel that your set top box is tuned to, but still get the "Not Authorized" message, power cycle the box as described above. If that does not solve the problem, please call Customer Service to let them know there's a problem.

Problem: TV has no picture but has sound

Possible Resolution:

You may be watching a high-definition channel on a regular set top box. High-definition channels will only work properly with a HD-capable set top box. If you would like to receive high-definition channels, contact Customer Service to upgrade your set top box. Otherwise refer to 'Check- VCR turned off' and 'Check-TV input is correct' for additional information.

Problem: Picture on HD channels is no better than regular channels

Possible Resolution:

First of all, you need a TV that is capable of displaying high-definition. You will need the proper cable to work with your HD set top box – either an HDMI cable or component video cable, plus you need to set your TV to the proper input setting so it will use the correct connection. Also, you should know that some TV programming is not filmed in HD, so those programs will not look any better than the programming on standard definition channels. Mediacom can provide you with the proper cable upon request. Call Customer Service for more information.

Problem: If you are experiencing any of the following issues you might need to power cycle your set top box

- If the Guide has no information for all of the channels.
- If the time on the interactive program guide is incorrect.
- If your TV is tiling (freezing boxes form).
- If you are not hearing sound and the volume is up on your TV.
- If the yellow power light is off on the set top box and the set top box is not turned off.
- If the Guide/Menu does not appear.

Setting Optimum Audio Level

Using TV Guide Setup Menu… set audio to Optimal Stereo level. Selecting this option enables set top box to regulate the volume to minimize sudden changes in volume.

1. Using the remote control, press **MENU** button twice.
2. Arrow down to **Setup**. Press **OK** button on remote.
3. Arrow down to **Audio Setup**. Press **OK** button on remote.
4. Arrow down to each item on **Audio Setup** list and set each as depicted below. ***Note:*** *Volume bar with Stereo may not appear after initially setting* ***Optimal Stereo*** *to* **YES**.
5. Press remote **EXIT** button. Set top box audio is now set to its optimum level.
6. Adjust the audio levels on external devices such as the TV or A/V receiver.

Internet / Phone Service Tips And Troubleshooting

How to reset your cable modem

- Unplug the power cord from the back of your cable modem. All of the lights should go off. If you have Mediacom Phone please follow the instructions on how to reset your phone modem (see below).
- Shut down your computer. If you have a router, unplug the power cord from the router, also.
- Wait 30 seconds. *While waiting, make sure the coaxial cable and Ethernet/USB cords are securely plugged into the back of the cable modem, computer and cable outlet.
- Plug the power back into your cable modem. Wait a couple of minutes for the modem to run through the self test and boot up properly.
- If you have a router plug the power cord back in. Wait for the router to power back up.
- Turn your computer back on.
- If your Internet is still not working, please contact Internet Technical Support at **1-888-847-6228**.

How to reset your phone modem

- If your modem has a battery, remove the battery from your cable modem (the battery is located on the bottom of the modem). Then unplug the power cord from the back of the modem.
- Wait 30 seconds. *While waiting, make sure the coaxial cable is securely plugged into the back of the cable modem and cable outlet. Also, make sure the phone cord is securely plugged into the port that is labeled “Tel 1” on the back of the cable modem and to the back of the phone.
- Plug the power cable back into the cable modem. Wait a couple of minutes for the modem to run through the self test and boot up properly.
- Put the battery back into the modem.
- Check for a dial tone on your phone. The light labeled “Tel 1” will not go solid until you check for a dial tone.
- If your phone service is still not working, please contact Phone Technical Support.

How do I change my email password?

- Open up Internet Explorer, and go to www.mediacomtoday.com.
- You may need to enter your zip code so it can load your local Mediacom page.
- Click on the “Forgot Password?” link in the upper right-hand corner of the screen, underneath “Log In To Check Email.”
- Enter your email address only. *Make sure you DO NOT include “@mchsi.com” at the end of your email address.
- Click the button labeled “Reset Your Password.”
- Completely fill out the reset password form.
- The password must be 8-16 characters long, cannot contain any spaces and is case-sensitive.
- Click on the button labeled “Submit.”
- You should receive a message stating “Your email password has been successfully changed.”
- If your password did not successfully reset, please call Internet Technical Support at **1-888-847-6228**.

Our Performance Pledge

We’re dedicated to providing you with great customer service. However, on occasion, service can be disrupted. Oftentimes the solution is simple and requires no visit to your home to repair. With a little know-how, repairing a technical glitch could be as simple as checking a few plugs.

For Your Protection

Home Wire Maintenance Plan
If there’s ever a problem with our equipment, we’ll repair it at no charge. However, the problem may be with your inside wiring, TV or VCR, and we have to charge for our time and work. You can protect yourself from unexpected service charges with our Home Wire Maintenance Plan. Call us at **1-888-847-6228** for details.

Unauthorized Use of Service
There are state and federal laws prohibiting the unauthorized reception of cable and the use of equipment (or tampering with equipment) that permits unauthorized reception. Mediacom actively assists in the enforcement of these laws regarding cable theft. Illegal activities not only affect us but also the honest consumer. Cable theft can cause reception problems and signal leakage that can interfere with police and fire emergency radio frequencies.

Penalties for cable theft can be severe. Fines range from $1,000 and/or six months imprisonment to $50,000 and five years imprisonment.

Customer Service Is Our Top Priority

CABLE TV ON TIME. GUARANTEED.

On-time Guarantee
Mediacom will arrive at your home for an installation appointment within the scheduled period or your installation’s free. We’ll arrive at your home for a service appointment within the scheduled period or you’ll receive a $20 credit.

Our Pledge to Prompt Service
We pledge to answer your call within 30 seconds on average… handle a repair problem within 24 hours… answer your written inquiries within two business days… and make morning and afternoon appointment options available.

Not anymore!

If you have a business, you now have a choice.
Mediacom Business offers new, competitive choices in your local area – faster Internet and data connections, feature packed voice services *plus* Business TV & music.

Why limit your choices when you can make the switch and save money, too.

Mediacom℠
MEANS BUSINESS

Call us today!
1-800-479-2091

Or go online for more information:
MediacomCable.com/Business

Mediacom

BILLING INFORMATION

About Your Cable Bill

Account-related Fees

We know you'll try your best to keep your account current with us. However, in some cases it will be necessary to assess late payment and special handling charges as follow:

- **Late Fee**
  Payments received after the due date shown on your billing statement are subject to a late fee.
- **Insufficient Funds Charge**
  When your Mediacom payment reaches the bank before your money does, your check will be returned to us with a notice of insufficient funds. Due to the resulting payment delay and office handling, a fee applies.
- **Field Collection Charge**
  If we are required to go to your home to collect payment for past due service, a field collection charge applies.

Payment Options

Mediacom is pleased to offer you a variety of payment options:

- **E-Care – Online Billing**
  Access your account and make payments from home, office or anywhere you have a computer with internet access. Electronic BillPay can be accessed by going to Mediacom's website, **www.mediacomcable.com**, and clicking on the Customer Service tab. Once you are in Customer Service, select "My Account" to access and/or register for BillPay.
- **BillPay Advantage**
  BillPay Advantage allows you to automatically pay your monthly bill using your checking account. It's a safe, reliable payment method that saves you time and money.
- **Credit Card Payment**
  Mediacom also accepts MasterCard®, Visa® and Discover®.
  Note that the American Express® card is not accepted for use with Electronic BillPay. However, customers can continue to make payments with an American Express® card by calling one of our Contact Centers.

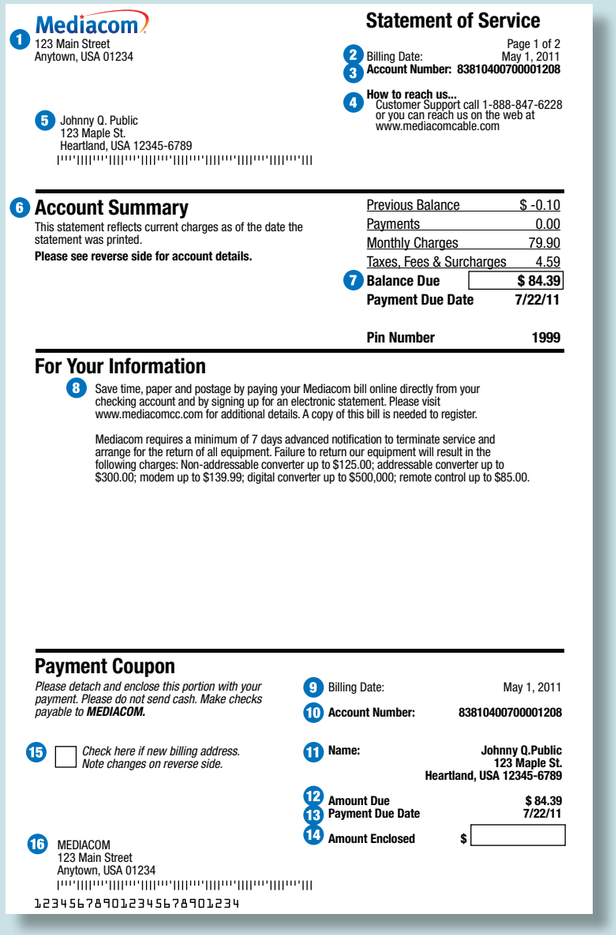
Options include:

- Set up automatic recurring payments and/or make a one-time payment using a credit card (Visa®, MasterCard®, Discover®).
- Set up automatic recurring payments and/or make a one-time payment using a debit card (Visa®, MasterCard®).
- Set up automatic recurring payments and/or make a one-time payment via Electronic Funds Transfer (EFT).
- View recent account activity such as payments, charges and credits.
- View current and past statements (current + two past).
- Change billing address and phone number on account.

While Mediacom does not require customers to register for Electronic BillPay, it is highly recommended. Customers like using electronic BillPay because it saves time, money and it's convenient. With a couple of clicks, customers can manage their account, avoid calling the office, and make a payment without the hassle of writing and mailing a check.

Your account with us is assigned a certain billing "cycle" period, always starting on the same day each month. Your monthly billing statement will be similar to the example shown.

1. Our local address
2. Date your statement was produced
3. Your Mediacom account number
4. Our phone number
5. Your name and service or billing address
6. Summary of charges and payments
7. Date payment is due
8. Additional information and messages
9. Date your statement was produced
10. Your Mediacom account number



Mediacom
1 123 Main Street
Anytown, USA 01234

Statement of Service
Page 1 of 2
2 Billing Date: May 1, 2011
3 Account Number: 83810400700001208

4 How to reach us...
Customer Support call 1-888-847-6228
or you can reach us on the web at
www.mediacomcable.com

5 Johnny Q. Public
123 Maple St.
Heartland, USA 12345-6789

6 Account Summary
This statement reflects current charges as of the date the statement was printed.
Please see reverse side for account details.

Previous Balance	$ -0.10
Payments	0.00
Monthly Charges	79.90
Taxes, Fees & Surcharges	4.59
7 Balance Due	$ 84.39
Payment Due Date	7/22/11
Pin Number	1999

For Your Information

8 Save time, paper and postage by paying your Mediacom bill online directly from your checking account and by signing up for an electronic statement. Please visit www.mediacomcc.com for additional details. A copy of this bill is needed to register.

Mediacom requires a minimum of 7 days advanced notification to terminate service and arrange for the return of all equipment. Failure to return our equipment will result in the following charges: Non-addressable converter up to $125.00; addressable converter up to $300.00; modem up to $139.99; digital converter up to $500,000; remote control up to $85.00.

Payment Coupon

Please detach and enclose this portion with your payment. Please do not send cash. Make checks payable to ***MEDIACOM.***

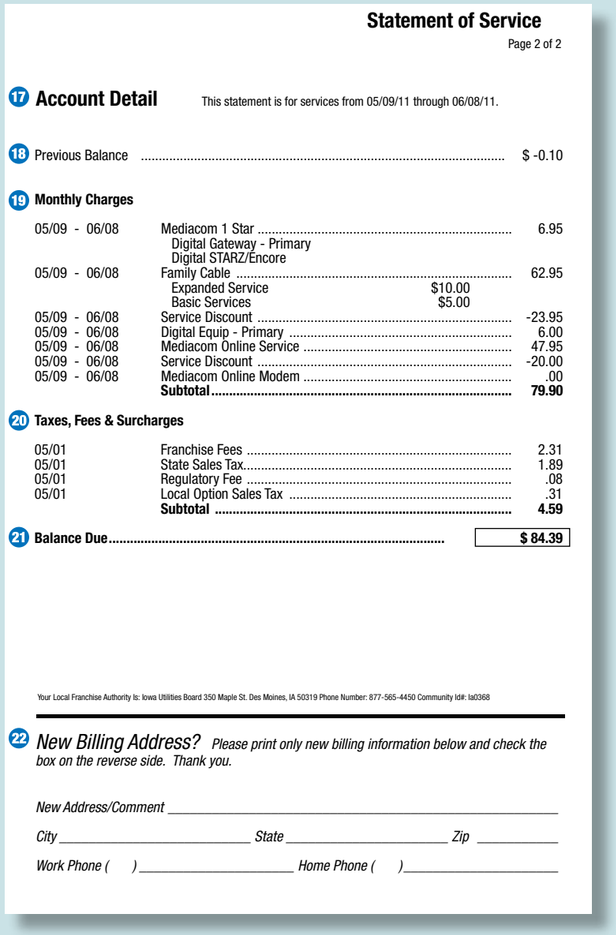
15 ☐ *Check here if new billing address. Note changes on reverse side.*

9 Billing Date: May 1, 2011
10 Account Number: 83810400700001208
11 Name: Johnny Q.Public
123 Maple St.
Heartland, USA 12345-6789
12 Amount Due $ 84.39
13 Payment Due Date 7/22/11
14 Amount Enclosed $ _____

16 MEDIACOM
123 Main Street
Anytown, USA 01234

1234567890123456789O1234

11. Your name and service or billing address
12. Amount due this statement
13. Date payment is due
14. Payment amount
15. Change of address box
16. Payment return address
17. Account detail
18. Previous balance
19. Monthly charges
20. Taxes and fee(s)
21. Amount due this statement
22. Change of address form



Statement of Service
Page 2 of 2

17 Account Detail This statement is for services from 05/09/11 through 06/08/11.

18 Previous Balance ..... $ -0.10

19 Monthly Charges

05/09 - 06/08	Mediacom 1 Star Digital Gateway - Primary Digital STARZ/Encore		6.95
05/09 - 06/08	Family Cable Expanded Service Basic Services	$10.00 $5.00	62.95
05/09 - 06/08	Service Discount		-23.95
05/09 - 06/08	Digital Equip - Primary		6.00
05/09 - 06/08	Mediacom Online Service		47.95
05/09 - 06/08	Service Discount		-20.00
05/09 - 06/08	Mediacom Online Modem		.00
	Subtotal		**79.90**

20 Taxes, Fees & Surcharges

05/01	Franchise Fees	2.31
05/01	State Sales Tax	1.89
05/01	Regulatory Fee	.08
05/01	Local Option Sales Tax	.31
	Subtotal	**4.59**

21 Balance Due ..... $ 84.39

Your Local Franchise Authority is: Iowa Utilities Board 350 Maple St. Des Moines, IA 50319 Phone Number: 877-565-4450 Community Id#: Ia0368

22 *New Billing Address? Please print only new billing information below and check the box on the reverse side. Thank you.*

New Address/Comment _____

City _____ *State* _____ *Zip* _____

Work Phone ( ) _____ *Home Phone ( )* _____

* Prices may not be reflective of actual rates.

BILLING INFORMATION

Remote Control Set-Up

Programming Device Control

Each of the additional device keys controls a particular type of device. For example, the **DVD/VCR** key controls your VCR, DVR, or DVD player, but not your TV, unless you specify otherwise. See "Reassigning Device Keys."

This device key:	Controls this type of device:
TV	TV
DVD/VCR	DVD, VCR, DVR, HTIB, TV/VCR, TV/VCR/DVD and TV/DVD
Cable	Cable box only
Audio	Amplifier, Tuner

To specify a device

1. Look up the device you want to control in the device code list on the following pages.
2. On the remote control, press a device key once **(i.e., AUX, DVD, AUD, TV,** or **CBL)**; it will blink once. Then press and hold SETUP until the selected device key blinks twice, then release **SETUP**.
3. Enter the 4-digit device code. The device key blinks once after each key press. You should receive 2 quick flashes on the device key after entering your code.

Note: You have 10 seconds to press each digit. If it takes longer than that, the remote "times out" and you must begin again.

4. You can now test the remote by pressing **POWER**. If your device responds (turns off), you have found the right code. If your device does not respond, repeat steps 2 - 3 with the next code in the list. If the remote does not recognize the code, the LED will turn off. Retry the code (by repeating steps 2-3 using the next code listed for your brand), or search for a device code. See "Searching for Codes."

Searching for Codes

If none of the codes listed under "Device Codes"on the back of this guide matches your device, you can search for a set of commands that will work. Your remote will sample all the codes in its system for that device mode to find one that will allow you to control your device.

1. Press and hold a device mode key (**AUDIO**, **DVD/VCR**, or **TV**) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press a function key (such as **Power** or **Mute**). The following function keys are valid for Searching (**Power** is recommended):

   • **Power** • **Mute** • **Play**
   • **CH +** • **Stop**

   The device key's LED blinks three times, then turns off.
3. Press ▲. The remote will send the IR command for the function you pressed in Step 2.
4. If the device performed the function you pressed, press OK. The remote will now control the device you selected in Step 1. If the device did not perform the function you pressed, repeat step 3. Press ▼ to retry the previous code.

Tip: Note the code set that worked here, in case you must re-code your remote:

DVD/VCR:

TV:

AUDIO:

See "Checking Codes" for more information on noting code sets.

Checking Codes

1. Press and hold a device mode key (**AUDIO**, **DVD/VCR**, or **TV**) for at least six seconds. The LEDs for each device key light up, then the key for the device you selected remains on.
2. Enter **9 9 0** to tell the remote you are verifying the device code. The LED blinks twice.
3. Press **1**, then count the LED blinks and write down the number. If the LED does not blink, the number is 0. This is the first digit of the device code. Press 2, 3, and 4 to obtain all four-code digits.

Changing Volume Lock

Locking the volume controls to a single device makes it easier to control volume, without having to guess whether the volume will change. If you lock the remote's volume controls to the TV (for example), you will always be able to change the volume to the level you want, without having to adjust it on multiple devices.

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the device you want to control volume for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press **Volume +**.The device key's LED blinks three times, indicating it has locked the volume control to the device you selected. The **AUDIO** device key always controls its own volume, regardless of the device is locked to volume control.

Note: If you reassign AUDIO to another device, such as a second TV, the second TV will always control its own volume.

Unlocking Volume Controls

1. Press and hold a device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the device currently locked to the volume controls for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Press **Volume -** The device key's LED blinks three times, indicating it has unlocked the volume control for all devices.

Reassigning Device Keys

Each device key accesses a specific type of device (for example, the **DVD/VCR** key can only be programmed to control a DVD player, VCR, DVR, or HTIB system). This makes it easier to search for a code if your device's code does not appear on the list provided. Your new remote allows you to change the type of device that may be assigned to a device key. That way, if you have two TVs, for example, you can control them both by changing the type of device the **DVD/VCR** or **AUDIO** key controls.

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) corresponding to the type of device you want the reassigned key to control (for example, **TV**) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Enter **9 9 2**.
3. Press the device mode key you want to reassign (for example, **AUDIO**). That mode key's LED blinks three times and turns off, indicating that it has been reassigned. The reassigned key automatically uses the same device code as the key you selected in Step 1. If your second device uses a different code, you may program it for the new code. See "Programming Device Control."

Note: You may not reassign the **Cable** device key to another type of device.

Assigning a key back to its original device type:

1. Press and hold the device mode key (**TV**, **AUDIO**, **DVD/VCR**, or **Cable**) you want to reset to its original type (for example, AUDIO) for at least six seconds. The LED for each device key lights up, then the key for the device you selected remains on.
2. Enter **9 9 2**. The mode key's LED blinks three times and turns off.
3. Press the device mode key you selected in Step 1 again. The mode key's LED blinks three times and turns off.
4. Program the restored mode key to control a device. See "Programming Device Control."

Visit www.urcsupport.com/mediacom for remote troubleshooting and device code support.

Mediacom

MARKETPLACE

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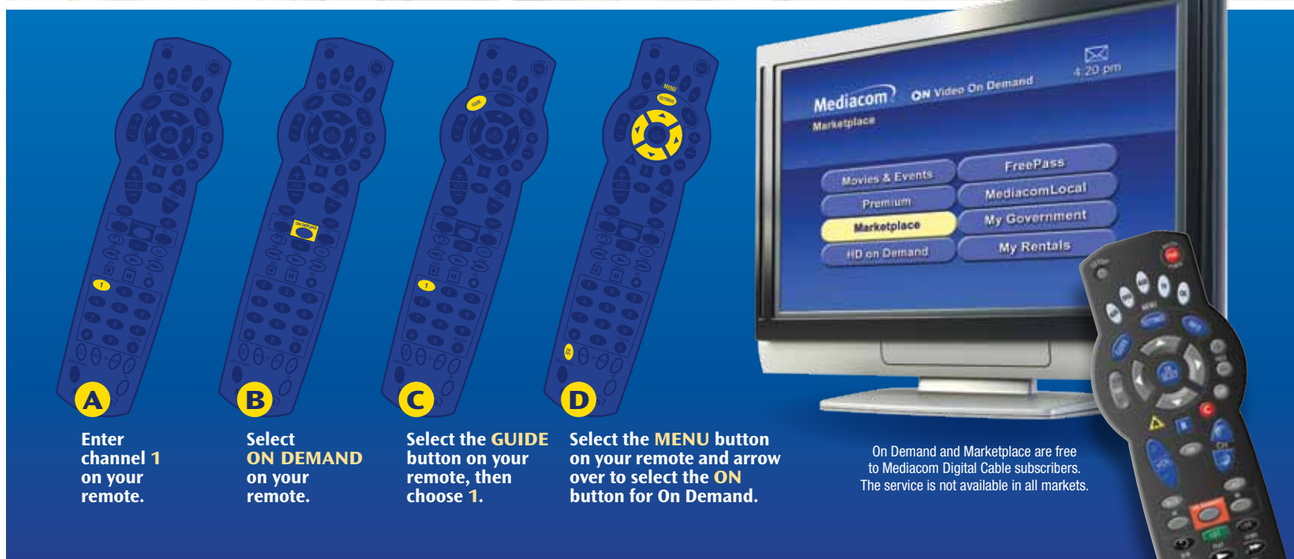
Mediacom's Marketplace On Demand is the only way to stroll the streets of your town right from your TV. Get to know local businesses by watching informational videos on everything from restaurants, health and fitness facilities to automotive, home and garden shops. Before you step out, visit Marketplace and discover what's up in your downtown.

Four Different Ways to Visit MARKETPLACE:



On Demand and Marketplace are free to Mediacom Digital Cable subscribers. The service is not available in all markets.

Setup Codes for Audio Amplifiers:

Accuphase 0382
Acurus 0765
Adcom 1100, 0577
Aiwa 0406
AudioSource 0011
Biamp 0582
Bose 0674
Carver 0269
Classe 1461, 1462
Curtis Mathes 0300
Denon 0160
Digital Audio Control 0085
Durabrand 1561
Elan 0647
Forte 0606
GE 0078
GoldStar 0031
Harman/Kardon 0892, 0106
JVC 0331
Kenwood 0356
Left Coast 0892
Lenoxx 1561
Linn 0269
Logitech 1408
Luxman 0165
Magnavox 0269
Marantz 0892, 0321, 0269
Mark Levinson 1483
McIntosh 0251
Nakamichi 0321
NEC 0264
Optimus 0395, 0300
Panasonic 0308, 0521
Parasound 0246
Philips 0892, 0269
Pioneer 0300, 0013
Polk Audio 0892, 0269
RCA 0300
Realistic 0395
Sansui 0321
Shure 0264
Sony 0689, 0220, 0815
Soundesign 0078, 0211
Technics 0521, 0308
Victor 0331
Wards 0078, 0013, 0211
Yamaha 0354, 0143, 0133, 0504

Setup Codes for Audio Receivers:

ADC 0531
Adcom 0616
Aiwa 1405, 0158, 0189, 0121, 0405, 1388, 1243, 1641
Akai 1255, 0224, 0076, 1512
Alco 1390
Amphion Media Works 1563
AMW 1563
Anam 1609,1074
Apex Digital 1430, 1257
Arcam 1120
Audiotronic 1189
Audiovox 1390
Bose 1229, 0639, 1253
Cambridge Soundworks 1370
Capetronic 0531
Carver 1189, 0189, 0042, 0008, 0360
Casio 0195
Clarinette 0195
Classic 1352
Coby 1263, 1389
Compaq 1136
Criterion 1420
Curtis Mathes 0080
Daewoo 1250
Dell 1383
Denon 1360, 0004, 1142, 0771, 0273
Emerson 0424
Fisher 0042, 1801, 0360, 0219
Garrard 0463, 0424
Gateway 1517
Glory Horse 1263
Go Video 1532
Harman/Kardon 0110, 0189, 0891
Hewlett Packard 1181
Hitachi 1273, 1801
Initial 1426
Inkel 0062
Integra 1298, 0135
JBL 0110, 1306
JVC 0074, 1263, 1495, 1374
Kenwood 1313, 1570, 1569, 0027, 0042, 0239, 0569, 0186, 0314, 1052, 0077, 0313, 1051
KLH 1390, 1428, 1412
Koss 1366, 0424
Lasonic 1798
Lenoxx 1437
Lexicon 1076
Linn 0189
Liquid Video 1497
Lloyd's 0195
LXI 0181
Magnavox 1189, 1269, 0189, 0531, 1514, 0128, 0391, 0195
Marantz 1189, 1269, 0039, 0189, 1289, 0128
MCS 0039, 0346
Mitsubishi 1393
Modulaire 0195
NAD 0320
Nakamichi 0347, 0097, 1555
NEC 0235
Norcent 1389
Onkyo 0135, 1298, 0842, 0380, 1531
Optimus 1023, 1074, 0080, 0186, 0670, 0042, 0181, 0531, 0801, 0177, 0219, 0738
Oritron 1497, 1366
Panasonic 1518, 0039, 0518, 1764, 0367, 1316, 1763, 0309, 1288, 1548
Penney 0195
Philco 1390
Philips 1189, 1269, 0189, 0391, 1266, 1120
Pioneer 1023, 0080, 0531, 1384, 0014, 0244, 0150, 0630
Polaroid 1508
Polk Audio 0189, 1289
Proscan 1254
Quasar 0039
RadioShack 1263
RCA 1023, 1609, 1254, 0054, 0360, 0346, 0531, 1154, 1511,
0080, 0530, 1074, 1390
Realistic 0163, 0195, 0181
Regent 1437
Rio 1869, 1383
Saba 1519
Samsung 1500, 1295
Sansui 0189,0346, 0193
Sanyo 0219, 1469, 1251, 0801
Scott 0163, 0322
Sharp 1286, 0186
Sharper Image 1556, 1263
Sherwood 0062, 1077, 0502, 1653, 0491, 1423
Shinsonic 1426
Sonic Blue 1869, 1532, 1383
Sony 1058, 1441, 1258, 1759, 0158, 1042, 1349, 1442, 1758,
0474, 1658, 1858, 0168, 1406, 1558
Soundesign 0670
Stereophonics 1023
Sunfire 1313, 1052, 0314, 0313
Teac 0463, 1390, 0163, 1267, 1074, 1528
Technics 1308, 1518, 0039, 0208, 0518, 0309
Thorens 1189
Venturer 1390
Victor 0074
Wards 0158, 0189, 0080, 0054, 0014
Yamaha 0176, 1331, 1176, 0186, 1375
Yorx 0195
Zenith 1293, 0857, 1869

Setup Codes for Cable Boxes (Converters):

ABC 0003, 0008, 0014, 0017
Americast 0899
Bell & Howell 0014
Bell South 0899
Clearmaster 0883
ClearMax 0883
Coolmax 0883
Digi 0637
Director 0476
Dumont 0637
General Instrument 0476, 0810, 0276, 0003
GoldStar 0144
Hamlin 0009, 0273
Jerrold 0476, 0810, 0276, 0003, 0012, 0014
Memorex 0000
Motorola 0476, 0810, 0276, 1254, 1106, 1376
MultiVision 0012
Pace 1877, 0237
Panasonic 0000, 0107
Setup Codes For Cable Boxes (continued):
Panther 0637
Paragon 0000
Philips 0305, 0317
Pioneer 1877, 0877, 0144, 0533
Pulsar 0000
Quasar 0000
RadioShack 0883
Regal 0279, 0273
Runco 0000
Samsung 0144
Scientific Atlanta 1877, 0877, 0477, 0008, 0017
Sony 1006
Starcom 0003
Supercable 0276
Supermax 0883
Tocom 0012
Torx 0003
Toshiba 0000
Tristar 0883
V2 0883
Viewmaster 0883
Vision 0883
Vortex View 0883
Zenith 0000, 0525, 0899

Setup Codes for DVD Players:

Adcom 1094
Advent 1016
Aiwa 0641, 1912
Akai 0899, 0770, 1975, 1089
Allegro 0869
Amphion Media Works 2016, 2001
AMW 0872, 2016, 2001
Anam 1913
Apex Digital 0672, 0717, 0830, 1056, 1915, 0755, 0797, 1020, 1100, 0796, 1004, 1061, 1937, 0794
Audiologic 0736
Audiovox 1041, 1121, 1072, 1071, 1122
Axion 1072, 1071
B & K 0655, 0662
Blaupunkt 0717
Blue Parade 0571
Broksonic 0868, 0695
Cambridge Soundworks 1916
CAVS 1057
CineVision 0876, 0869
Classic 1917
Coby 1086, 0778, 1923, 1107
Criterion 2007
Curtis Mathes 1087
CyberHome 1024, 1023, 0816, 1117
Daewoo 0784, 1918, 0705, 0869, 0833
Denon 0490, 0634
Dual 1068, 1085
DVD2000 0521
Emerson 0591, 0675, 0821
Enterprise 0591
Fisher 0670, 1919
Funai 0675
Gateway 1073, 1077
GE 0522, 0815, 0717
Go Video 0744, 1044, 1970, 0869, 1099, 0715, 0833, 1075, 0783
GPX 0769, 0699
Greenhill 0717
Harman/Kardon 0702, 0582
Hitachi 0573, 0664, 1919
Hiteker 0672
Initial 0717, 1931
Integra 0627, 1924
Jamo 2003
Jaton 1078
JBL 0702, 1926
Jensen 1016
JVC 0558, 0623, 1901, 0867, 1940
jWin 1051, 1049
Kenwood 0490, 0534, 0737, 0682
KLH 0717, 1939, 1020
Konka 0720, 0719, 0711, 0721
Koss 0651
Landel 0826
Lasonic 0798
Lenoxx 1938
LG 0801
Liquid Video 1980
Lite-On 1058
Loewe 0511
Magnavox 0503, 1914, 0821, 0675, 1976
Malata 0782
Marantz 0539
Memorex 0695
Microsoft 0522
Mintek 0839, 0717
Mitsubishi 1521, 0521
Momitsu 1082
NEC 0785
Nesa 0717
Next Base 0826
Norcent 1003, 1107, 0872, 1923
Onkyo 0503, 0627, 1985, 1924, 0792
Oritron 0651, 1980
Panasonic 0490, 1490, 1908, 1925, 2017, 1462, 1907, 1910, 1990, 1362, 1762, 1909, 1986, 0632
Philco 2000
Philips 0503, 0539, 0646, 1914, 0885, 0854
Pioneer 0525, 0571, 0632, 1902
Polaroid 1086, 1061, 1998
Polk Audio 0539
Portland 0770
Prima 1016
Princeton 0674
Proscan 0522
ProVision 0778
Qwestar 0651
RCA 0522, 0571, 0717, 1022, 1974, 0822, 1965, 1913
Regent 1938
Rio 0869
Rotel 0623
Rowa 0823
Saba 1977
Sampo 0698, 0752
Samsung 0490, 0573, 0820, 1932, 1075, 0899, 1979
Sansui 0695
Sanyo 0670, 1967, 0873, 0695
Sharp 0630, 0752
Sharper Image 1117, 1995
Sherwood 1043, 0770, 0633, 1077
Shinsonic 0533, 0839, 1931
Sigma Designs 0674
Sonic Blue 0869, 1970, 1099
Sony 0533, 1533, 0864, 1981, 1934, 1033, 1904, 2020, 1903
Sungale 1074
Superscan 0821
SVA 1105, 0860
Sylvania 0675, 0821
Symphonic 0675
Teac 0809, 1984
Technics 0490
Techwood 0692
Terapin 1031
Theta Digital 0571
Tivo 1996
Toshiba 0503, 1988, 1045, 2006, 0695, 1996
Tredex 0799, 0804, 0803, 0800
TYT 0705
Urban Concepts 0503
US Logic 0839
V Inc. 1064
Vocopro 1027
Xbox 0522
Xwave 1001
Yamaha 0490, 0539, 0545
Zenith 0503, 0591, 0869, 2002, 1906
Setup Codes For PVRs:
ABS 1972
Alienware 1972
CyberPower 1972
Dell 1972
Gateway 1972
Hauppauge 1992
Hewlett Packard 1972
Howard Computers 1972
HP 1972
iBUYPOWER 1972
Media Center PC 1972
Microsoft 1972
Mind 1972
Northgate 1972
Panasonic 0616
Philips 0739, 0618
ReplayTV 0616, 0614
Sonic Blue 0614, 0616
Sony 1972, 0636
Systemax 1972
Tagar Systems 1972
Tivo 0618, 0739, 0636
Toshiba 1972
Touch 1972
Viewsonic 1972
ZT Group 1972
Setup Codes For Satellite Receivers:
General Instrument 0869
Motorola 0869
Next Level 0869
Paysat 0724
Philips 0099
RadioShack 0869
Star Choice 0869
Star Trak 0180
Voom 0869

Setup Codes for TVs:

A-Mark 0003
Abex 0032
Admiral 0093, 0463
Advent 0761, 0783, 0842, 0817, 0815, 1933
Adventura 0046
Aiko 0092
Aiwa 1914
Akai 0812, 0702, 0030, 0672, 1903
Alaron 0179
Albatron 0843, 0700
Ambassador 0177
America Action 0180
Ampro 0751
Anam 0180
Anam National 0055
AOC 0030, 0019, 0185, 0003, 0052
Apex Digital 0748, 0765, 0879, 0767, 1943
Archer 0003
Audiovox 0451, 0180, 0003, 0875, 1952, 0802, 1951, 0092, 0623, 1937
Axion 1937
Belcor 0019
Bell & Howell 0154, 0016
Bradford 0180
Brockwood 0019
Broksonic 0236, 0463, 0003, 1905, 1935, 1929, 1911, 1938
Candle 0030, 0056, 0046, 0186
Carnivale 0030
Carver 0054
CCE 0217
Celebrity 0000
Celera 0765
Changhong 0765
Citizen 0060, 0030, 1928, 0039, 0280, 0056, 0186, 0046, 0092
Clairtone 0185
Clarion 0180
Colt 1906
Concerto 0056
Contec 0180, 0157, 0185
Craig 0180
Crosley 0054
Crown 0180, 0039
Curtis Mathes 0047, 0054, 0154, 0451, 0093, 0060, 0702, 0030, 0145, 0166, 0016, 1919,
0466, 1347, 0039, 0056, 1147
CXC 0180
Daewoo 0451, 1661, 0092, 0672, 1928, 0039, 0623, 1909, 0019
Daytron 0019
Denon 0145, 0511
Dumont 0017, 0019
Durabrand 0463, 0180, 0178, 0171, 0003
Dwin 0774, 0720
Electroband 0000, 0185
Electrohome 0381
Elektra 0017, 1661
Emerson 0154, 0236, 0463, 0180, 0178, 0171, 1909, 0038, 1929, 0185, 0282, 1905, 0019, 1928, 0280, 0623, 1911, 0039, 1944, 0177, 0179
Envision 0030, 0813
Epson 0840, 0833
Fisher 0154, 0159
Fujitsu 0809, 0683, 0179, 0853
Funai 0180, 0171, 0179, 1904
Futuretech 0180
Gateway 1756, 1755
GE 0047, 0051, 0451, 0178, 1447, 0055, 0282, 1347, 1917, 0021, 1147, 1907, 1922, 0135, 1919, 0027
Gibralter 0017, 0030, 0019
GoldStar 0030, 0178, 0019, 0001, 0032, 1926
Goodmans 0360
Grunpy 0180, 0179
Haier 0768
Hallmark 0178
Harley Davidson 1904, 0179
Harman/Kardon 0054
Harvard 0180
Havermy 0093
Hello Kitty 0451
Himitsu 0180, 0628
Hisense 0748
Hitachi 1145, 0145, 0016, 0056, 0038, 0151, 0032, 1904
Hyundai 0849
Infinity 0054
Inteq 0017
Janeil 0046
JBL 0054
JCB 0000
Jensen 0761, 0817, 0815, 1933
JVC 0053, 1253, 1923
Kaypani 0052
KEC 0180
Kenwood 0030, 0019
KLH 0765, 0767
Kloss 0046, 0024
Konka 0628, 0703, 1940, 0638, 1939, 0632, 0707
KTV 0180, 0030, 0280, 0039, 0217, 0185
LG 1178, 0856, 0442
Lloyd's 1904
Loewe 0136
Logik 0016
Luxman 0056
LXI 0047, 0054, 0154, 0156, 0178
Magnasonic 1913, 1928
Magnavox 0054, 0030, 1454, 0706, 0179, 0386, 1931, 0024, 0096, 0187, 1254, 1913, 0020, 0186, 1904, 1944
Magnin 1907
Majestic 0016
Marantz 0054, 0030, 0854, 0704, 1154, 0855
Matsushita 0250, 0650
Megapower 0700
Megatron 0178, 0145, 0003
MEI 0185
Memorex 0154, 0463, 0150, 0178, 1911, 1926, 1924, 0179, 1920, 1927, 0016
MGA 0150, 0030, 0178, 1907, 0019
Midland 0047, 0017, 0051, 0039, 0135, 0032
Minutz 0021
Mitsubishi 0093, 0150, 1250, 0178, 0868, 0836, 1917, 0019
Monivision 0700, 0843
Motorola 0093, 0055
MTC 0060, 0030, 0056, 0185, 0019
Multitech 0180, 0217
NAD 0156, 0178, 0866
NEC 0030, 0056, 1704, 0019, 0497
Nikko 0030, 0178, 0092
Norcent 0748, 0824
Noshi 0018
NTC 0092
Onwa 0180
Optimus 0154, 0250, 0166, 1924, 1913, 0650, 1927
Optonica 0093, 0165
Orion 0236, 0463, 1905, 1929, 1911, 0179
Panasonic 0250, 0051, 0650, 1924, 1946, 1919, 1941, 0055, 1410, 1927, 1947
Penney 0047, 0156, 0051, 0060, 0030, 0178, 0019, 0135, 1347, 0018, 1926, 0027, 0039, 0003, 1919, 0021, 0032, 1907
Philco 0054, 0030, 0019, 0020, 0096
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Pilot 0030, 0019, 0039
Pioneer 0166, 0038, 0866, 0679
Portland 0019, 0092, 0039
Prima 0761, 0817, 0815, 0783, 1933
Princeton 0717, 0700
Prism 0051
Proscan 0047, 1447, 1347, 1922
Proton 0178, 0052, 0003, 0466
Pulsar 0017, 0019
Quasar 0250, 0051, 0055, 0650, 1924, 0165, 1919
RadioShack 0047, 0154, 0180, 0030, 0178, 0165, 1904, 0019, 0039, 0032, 0056, 1920
RCA 0047, 1447, 1147, 1917, 0019, 1948, 0090, 1047, 1347,
1907, 0018, 1922, 1958, 0679, 1247, 1547, 1919, 0038, 1953, 0135
Realistic 0154, 0180, 0030, 0178, 0056, 0019, 0039, 0165, 0032
Rhapsody 0185
Runco 0017, 0030, 0603, 0497
Sampo 0030, 0039, 0032, 1755, 0052
Samsung 0060, 0812, 0702, 0030, 0178, 0766, 1060, 0019, 0056,
0814, 0032, 1903
Samsux 0039
Sansui 0463, 1929, 1911, 1904
Sanyo 0154, 0088, 0159, 1907, 0146, 0799
Scimitsu 0019
Scotch 0178
Scott 0236, 0180, 0178, 0019, 0179
Sears 0047, 0054, 0154, 0156, 0178, 0171, 0146, 0159, 0179, 0056, 1926, 1904
Sharp 0093, 0689, 0039, 0165, 0688, 1917, 0157, 0491, 0851, 0386
Sharper Image 1950
Sheng Chia 0093
Shogun 0019
Signature 0016
Simpson 0187, 0186
Sony 1100, 0000, 0834, 1925, 0111, 1904, 0080
Soundesign 0180, 0178, 0186, 0179
Spectricon 0003
Squareview 0171
SSS 0180, 0019
Starlite 0180
Studio Experience 0843
Supre-Macy 0046
Supreme 0000
SVA 0748, 0870, 0587, 0865, 0872, 0768, 0871
Sylvania 0054, 0030, 0171, 0020, 0096, 1931, 0381, 1944
Symphonic 0180, 0171, 1913, 1904
Tandy 0093
Tatung 0003, 1756, 0055
Technics 0250, 0051
Technol Ace 0179
Techview 0847
Techwood 0051, 0056, 0003
Teknika 0054, 0180, 0150, 0060, 0092, 0039, 0179, 0019, 0056, 0186, 0016
Telefunken 0702, 0056
Thomas 1904
TMK 0178, 0177, 0056
TNCi 0017
Toshiba 0154, 0156, 0060, 1256, 0832, 1704, 1936, 0650, 1156, 1656, 1935, 0845, 1356, 1918, 1945
Tosonic 0185
Totevision 0039
Trical 0157
TVS 0463
Universal 0027
V Inc. 0864, 1756
Vector Research 0030
Victor 0053
Vidikron 0054
Vidtech 0178, 0019
Viewsonic 1755, 0864, 0857
Viking 0046
Wards 0054, 0030, 0178, 0080, 0165, 0866, 0019, 0027, 0056, 0111, 0179, 0016, 0021, 0096, 1156, 0020
Waycon 0156
White Westinghouse 0463, 1909, 0623
Yamaha 030, 0839, 0019, 0833, 0769
Zenith 0017, 0463, 0178, 0092, 1904, 1929, 1911, 0016, 1909
Zonda 0003

Setup Codes for TV/VCR Combos:

Broksonic 0002, 0479 (for TV use 0463)
Citizen 0278
Colt 0072
Curtis Mathes 0035 (for TV use 0051)
Daewoo 0278 (for TV use 0624)
Emerson 0002, 0278 (for TV use 0624), 0479 (for TV use 0463)
Funai 0000
GE 0035 (for TV use 0051), 0048 (for TV use 0093), 0060 (for TV use 0047), 0240
GoldStar 0037 (for TV use 0056)
Harley Davidson 0000
Hitachi 0000
Lloyd's 0000
Magnasonic 0278
Magnavox 0000, 0081 (for TV use 0054)
Magnin 0240
Memorex 0037, 0162 (for TV use 0250), 1162
MGA 0240
Mitsubishi 0048 (for TV use 0093)
Optimus 0162 (for TV use 0250), 1162, 1262
Orion 0002, 0479 (for TV use 0463)
Panasonic 0035 (for TV use 0051), 0162 (for TV use 0250), 1162
Penney 0035 (for TV use 0051), 0037 (for TV use 0056), 0240
Quasar 0035 (for TV use 0051), 0162 (for TV use 0250)
RCA 0035 (for TV use 0051), 0048 (for TV use 0093), 0060 (for TV use 0047), 0240
Sansui 0000, 0479 (for TV use 0463)
Sanyo 0240
Sears 0000, 0037 (for TV use 0056)
Sharp 0048 (for TV use 0093)
Sony 0000, 0032 (for TV use 0000)
Sylvania 0081 (for TV use 0054)
Symphonic 0000, 0563
Thomas 0000
White Westinghouse 0278 (for TV use 0624)
Zenith 0000

Setup Codes for VCRs:

ABS 1972
Admiral 0048, 0209
Adventura 0000
Aiko 0278
Aiwa 0037, 0000, 0307, 0124
Akai 0041, 0106, 0061, 0175
Alienware 1972
America Action 0278
American High 0035
Asha 0240
Audiovox 0037, 0278
Beaumark 0240
Bell & Howell 0104
Broksonic 0184, 0121, 0209, 0002, 1479, 0479
Calix 0037
Canon 0035
Capehart 0020
Carver 0081
CCE 0072, 0278
Citizen 0037, 0278, 1278
Colt 0072
Craig 0037, 0047, 0240, 0072, 0271
Curtis Mathes 0060, 0035, 0162, 0041, 0760, 1035
Cybernex 0240
CyberPower 1972
Daewoo 0045, 0278, 0020, 0561, 1278
Daytron 0020
Dell 1972
Denon 0042
DirecTV 1949, 0739, 1989, 1954
Dish Network System 1943, 1946, 1945, 1944
Dishpro 1943, 1944
Durabrand 0039, 0038
Dynatech 0000
Echostar 1944, 1943, 1946, 1945
Electrohome 0037
Electrophonic 0037
Emerex 0032
Emerson 0037, 0184, 0000, 0121, 0043, 0209, 0002, 0278, 0061, 0208, 0479, 1479, 1278, 0561, 1593
Euro 1962
Expressvu 1944
Fisher 0047, 0104
Fuji 0035, 0033
Funai 0000,1593
Garrard 0000
Gateway 1972
GE 0060, 0035, 0240, 0760, 1035, 0807, 0202, 0761, 1060
Go Video 0526, 0432
GOI 1944
GoldStar 0037, 0038, 1237
Gradiente 0000
Harley Davidson 0000
Harman/Kardon 0081, 0038
Harwood 0072
Hauppauge 1992
Headquarter 0046
Hewlett Packard 1972
HI-Q 0047
Hitachi 0000, 0042, 0041, 0089, 0105
Howard Computers 1972
HP 1972
HTS 1944
Hughes Network Systems 0042, 0739, 1949
Hyundai 1951
iBUYPOWER 1972
Jensen 0041
JVC 0067, 0041, 1945, 0008, 1944
KEC 0037, 0278
Kenwood 0067, 0041, 0038
KLH 0072
Kodak 0035, 0037
LG 2010
Lloyd's 0000, 0208
Logik 0072
LXI 0037
Magnasonic 1278, 0593
Magnavox 0035, 0039, 0081, 0000, 0149, 1781, 0593, 0563
Magnin 0240
Marantz 0035, 0081
Marta 0037
Matsushita 0035, 0162, 1162
Media Center PC 1972
MEI 0035
Memorex 0035, 0162, 0037, 0048, 0039, 0047, 0240, 0000, 0104, 0209, 1037, 1262, 0479, 1237, 0307, 0046, 1162
MGA 0240, 0043, 0061
MGN Technology 0240
Microsoft 1972
Mind 1972
Minolta 0042,0105
Mitsubishi 0067, 0043, 0061, 0807
Motorola 0035, 0048
MTC 0240, 0000
Multitech 0000, 0072
NEC 0104, 0067, 0041, 0038
Nikko 0037
Noblex 0240
Northgate 1972
Olympus 0035
Onkyo 0222
Optimus 1062, 0162, 0037, 0048, 0104, 0432, 1048, 1262, 0593, 1162
Orion 0184, 0209, 0002, 1479, 0479
Panarex 1950
Panasonic 1062, 0035, 0162, 1035, 1262, 0616, 1162, 0225
Pansat 1950
Penney 0035, 0037, 0240, 0042, 0038, 1035, 1237
Pentax 0042, 0105
Philco 0035, 0479
Philips 0035, 0081, 0739, 1949, 0618, 1181, 1081
Pilot 0037
Pioneer 0067
Polk Audio 0081
Portland 0020
Profitronic 0240
Proscan 0060, 0202, 1060, 0761, 0760, 1954
Protec 0072
Pulsar 0039
Quarter 0046
Quartz 0046
Quasar 0035, 0162, 1162, 1035
RadioShack 0000, 1037
Radix 0037
Randex 0037
RCA 0060, 0240, 0042, 0149, 0807, 1060, 1989, 0105, 0202, 0761, 1035, 1964, 0760, 0880, 1954, 0106
Realistic 0035, 0037, 0048, 0047, 0000, 0104, 0046
ReplayTV 0616, 0614
Runco 0039
Samsung 0240, 0045, 1014
Sanky 0048, 0039
Sansui 0000, 0067, 0209, 0041, 1479, 0479, 0271
Sanyo 0047, 0240, 0104, 0159, 0046
Scott 0184, 0045, 0121, 0043
Sears 0035, 0037, 0047, 0000, 0042, 0104, 1237, 0046, 0105
Sharp 0048, 0807, 0848
Shintom 0072
Shogun 0240
Singer 0072
Sonic Blue 0616, 0614
Sony 0035, 0032, 0033, 0000, 1972, 1032, 1957, 0636, 1956,1232
STS 0042
Sylvania 0035, 0081, 0000, 0043, 0593, 1781, 1593
Symphonic 0000, 1593, 0593
Systemax 1972
Tagar Systems 1972
Tatung 0041
Teac 0000, 0041
Technics 0035, 0162
Teknika 0035, 0037, 0000
Thomas 0000
Tivo 0739, 1957, 0636, 1956, 0618, 1503
TMK 0240, 0208
Toshiba 0045, 0043, 1145, 1008, 1972, 0845, 1503
Totevision 0037, 0240
Touch 1972
UltimateTV 1989
Unitech 0240
Vector 0045
Vector Research 0038
Video Concepts 0045, 0061
Videomagic 0037
Videosonic 0240
Viewsonic 1972
Villain 0000
Wards 0060, 0035, 0048, 0047, 0081, 0240, 0000, 0042, 0072, 0149, 0760
White Westinghouse 0209, 0072
XR-1000 0035, 0000, 0072
Yamaha 0038
Zenith 0039, 0033, 0000, 0209, 1479, 0479
ZT Group 1972

Commitment Period Agreement

Mediacom Commitment Period Agreements

For customers who are enrolled in a promotion that requires a commitment to keep Mediacom service(s) for a period of time, the following additional terms and conditions apply.

The Mediacom Value Plans offer discounted services for either 12-to 24-month periods. In order to receive the special monthly rates for the Digital 1 Star Cable, Mediacom Online and/or Mediacom Phone service, eligible customers must agree to keep the service(s) for either one or two years beginning on the date of installation, in accordance with their signed or recorded oral agreement.

After the contract period is over, the discounted rate will revert to the standard Mediacom rates in the local area. If eligible customers disconnect and fail to keep the service(s) for the length of this agreement they will be subject to an early termination fee (ETF) of up to $240.00. The ETF will be reduced by $30 every three months for the life of the 12- or 24-month contract. For example, if disconnection of services occurs from 31 to 90 days after installation the ETF will be $240, and if disconnection occurs between days 91 and 180, the ETF will be $210, until the ETF goes away when the two-year agreement ends.

The contract with Mediacom consists of this agreement and Mediacom's Terms and Conditions of Service, which are available in *Pause* Magazine, or by going to www.mediacomcable.com, clicking on Customer Support and selecting *Pause* Magazine. If a customer is not 100% satisfied with Mediacom service, customer may disconnect during the first 30 days, and Mediacom will provide a full refund of the monthly service fee upon request.

Mediacom reserves the right during the contract period to change, re-arrange, add, delete or discontinue packages or services (including the networks, programs or other items in those packages) and their features, functionality and other aspects of the service(s) provided. Mediacom will notify Customer in advance of any such changes if required by applicable law.

Additional phone charges apply for optional features including international calling, voice mail, directory assistance and operator services. Federal, state and local taxes, governmental regulatory fees and surcharges, if any, are additional. Customer is responsible for additional customer premise equipment and operating system required for Internet access service and phone service.

By signing an agreement, Customer understands the terms of the contract and agrees to pay termination fees in the event of an early cancellation. During the term of the promotional offer, if Mediacom raises the rates of product offerings, Mediacom also reserves the right to pass along those same rate increases to customer. Customer understands that a credit check may be required, and authorizes Mediacom to obtain information about Customer's credit history and to share information with credit reporting agencies. Customer also understands that any disputes with Mediacom will be resolved by individual arbitration and not in court.

Complaint Policy

In the event a customer experiences a problem with his/her bill or service, the customer must call or write Mediacom using the contact information provided on the monthly statement. If the problem has not been resolved to the customer's satisfaction, he/she may write to:

Mediacom
ATTN: Customer Service Department
100 Crystal Run Rd
Middletown, NY 10941

Mediacom will make every effort to resolve the problem within 10 business days of receipt of the letter.

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Subscriber Privacy Notice

SUBSCRIBER PRIVACY NOTICE

Why Is Mediacom Providing This Notice?

Companies controlled by Mediacom Communications Corporation operate cable television systems. Through these cable facilities, they provide Customers with cable television programming services, Internet access and phone services through our cable facilities. Not all services may be available in your local cable system.

The Cable Communications Policy Act of 1984, as amended, (which we refer to as "the Cable Act") contains restrictions on the disclosure and use by cable operators of personally identifiable information about subscribers to cable television or certain other services. Other federal law may also apply to some services, including the Electronic Communications Privacy Act of 1986, as amended, (called "the ECPA" in this notice) and section 702 of the Federal Telecommunications Act of 1996, as amended, ("Telecommunications Act"). This notice informs subscribers of our policies regarding personally identifiable information and other private information we obtain in the course of providing our services that are subject to the privacy provisions of the Cable Act or the Telecommunications Act.

Those services currently consist of our cable television service, our Mediacom Online® Internet access service and Mediacom Phone® digital telephone service. Not all of these services may be available in your local cable system. Our policies are intended to conform to the requirements of the Cable Act, the Telecommunications Act and any other applicable law. The terms "Mediacom," "we," "our" or "us" refer to any company that is controlled by Mediacom Communications Corporation, a Delaware corporation and through which you subscribe to any cable or other service covered by the privacy provisions of the applicable laws or regulations.

This notice tells you our policies regarding:

- The kinds of personally identifiable information we collect.
- How we use that information.
- The nature, frequency and purpose of any disclosure we may make of that information and the types of persons and entities to which the disclosure may be made.
- The period during which we will keep that information.
- The choices available to you regarding collection, use and disclosure of that information, including the times and place at which you may have access to that information.
- Certain rights you may have regarding that information.

As the term suggests, information is "personally identifiable" if it can be used to identify or contact an individual, such as his or her name and address or telephone number. It can also include other information such as data about an individual's activities or transactional history of that individual when such other information is actually linked to personally identifiable information.

Information related to phone service, such as information about the quantity, type, destination, location and amount for use of phone services, when matched to personally identifiable information such as your name, address and telephone number, is known as Customer Proprietary Network Information or CPNI. If you are a customer of our phone service, you have the right and Mediacom has the obligation to protect the confidentiality of CPNI in accordance with applicable law.

Information that does not permit an individual to be identified or contacted is not "personally identifiable information" and is also not considered to be "CPNI." Among other things, this means that if we separate data about your activities from your name or other data that is personally identifiable, then that data is not "personally identifiable information." For example, we might compile data we have about our Mediacom Online® customers into aggregate or other anonymous forms, such as the monthly average number of customers who use the service to visit travel-related websites.

Our policies described in this Notice apply to personally identifiable information about you or CPNI that you furnish or we otherwise collect in the course of providing you with one of our services referred to in this Notice. It applies to such information whether we obtain it "online" (such as when you subscribe to our cable service on a website we operate) or "offline" (such as when you subscribe for our cable service using the telephone or a paper order form). Please note, however, that if you use a website we operate for purposes of our cable or other services, then additional online privacy policies may apply that cover topics unique to that website usage, such as use of "cookies" or other technology for tracking Internet usage. You can review the online policy by clicking on the "Privacy Policy" link appearing at the bottom of the home page of the relevant website.

Some of our services, including Mediacom Online® Internet access service, interactive cable television programming and phone services, may allow you to interact with companies and individuals that are independent of Mediacom. By using those services, you may enable these companies or individuals to independently learn personally identifiable information about you. The policies in this notice do not apply to personally identifiable information that you provide to any of these third parties or that they collect independently of us. These third parties may have their own privacy policies, but Mediacom is not responsible or liable for the contents of such policies, disclosure of such policies or failure to follow those policies.

Types of Personally Identifiable Information We Collect

We collect personally identifiable information about you with your prior written or electronic consent or when necessary to obtain information in order to render a service you receive or to detect unauthorized reception of cable communications.

This personally identifiable information may include, but is not necessarily limited to, the following:

- Name
- Home and work e-mail and postal addresses
- Telephone numbers

Other information may also be collected, such as:

- Social Security number
- Driver's license number
- Credit or debit card numbers and expiration dates
- Bank account information for billing purposes
- Payment history and credit reports

These can become personally identifiable information when directly linked to other information, such as a name.

Also, depending on the services we provide, we may collect other information, such as:

- Information on the number, location within your home and configuration of television sets, converters, modems, personal computers, telephones or other service-related equipment or devices in your home.
- Maintenance and repair records for the equipment in your home used for the services.
- The services and service options you have chosen.
- Information about your satisfaction or usage of a service that we obtain from subscriber interviews or questionnaires or other feedback from you.
- Record of whether you rent or own your home so that we can obtain any permission required prior to installing our cable or equipment.
- Customer correspondence (via e-mail or otherwise).
- A record of any violations and alleged violations of the agreements, terms, conditions or policies that govern your use of our services.

CPNI We Collect

With respect to phone service, personally identifiable information, when combined with certain types of usage information, is considered CPNI. Examples of such information, typically available from phone-related details on your monthly bill, include items such as:

- Location of service
- Technical configuration of service
- Type of service and/or quantity of service
- Amount of use of service
- Calling patterns
- Call detail records
- Other information which may appear on your bill

We collect CPNI for the purpose of our provision to you of the phone services from which this information is derived; or services necessary to, or used in, the provision of these services, including the publication of directories. The Telecommunications Act prohibits us from using CPNI for any purposes other than those listed above except as permitted or required by law or with your approval.

For What Purpose Would Mediacom Use Personally Identifiable Information?

In general, we use personally identifiable information as necessary to render our services to you, to detect unauthorized reception of cable programming and for tax, legal, accounting and other purposes related to our business of providing our services to customers, including, but not limited to, the following:

- To make sure you are being billed properly and pay for the services you receive.
- To send you pertinent announcements about the Mediacom services you receive.
- To improve the quality of Mediacom's services.
- To answer questions from Customers such as troubleshooting.
- To send promotional material or information to you about other products and services available from Mediacom or others, subject to applicable law and any "opt-out" choice you make as described below in this document.

As a necessary incident of providing certain services such as Mediacom Online® Internet access service, transactional video products such as pay-per-view or video on demand, any video service that uses a set-top box, or Mediacom Phone® digital phone service, our computer systems automatically capture and store information that may include, but is not limited to, your viewing selections, including date and time; the websites you visit; the dates, times and length of your Internet visits or telephone calls; the Internet or e-mail addresses or telephone numbers that you communicate with; and the text of e-mail or other electronic communications you send or receive using our Internet access service. Any personally identifiable information that may be derived from these logs is subject to the policies described in this Notice and to our obligations under the ECPA and other applicable law.

Disclosure of Personally Identifiable Information by Mediacom

We may make certain disclosures to third parties of personally identifiable information about you. Disclosures to governmental entities as required by law or a subpoena or legal process are discussed below under the caption "Disclosure to Governmental Agencies or Otherwise Required by Law or Legal Process." Under this caption, we address disclosure under other circumstances.

We may disclose personally identifiable information about you with your prior written or electronic consent. As permitted by the Cable Act, Mediacom from time to time may disclose, without such consent, personally identifiable information about you if necessary to render, or conduct a legitimate business activity related to a cable service or other service provided to you. The kinds of persons or entities to which we may make such disclosures include, but are not necessarily limited to, the following:

- Persons or entities that control, are controlled by or under common control with Mediacom.
- Independent third party contractors with whom Mediacom has an ongoing business relationship to provide components of the services we provide to customers.
- Billing services, collection agencies and credit agencies.
- Installation contractors and subcontractors.
- Sales representatives used to market our services.
- Accountants, lawyers, consultants and other professionals we or our affiliated companies use in our businesses.
- Cable programming or content suppliers and program guide distributors.

In addition, Mediacom or its affiliates may need to disclose such information in connection with an actual or potential direct or indirect transfer of ownership or interest in all or part of the business we conduct to the potential or actual purchaser, investor or other party and its respective attorneys, accountants and advisors. This kind of transaction could take the form of a merger, sale of stock or assets, formation of a joint venture, investment or some other structure.

Information we disclose for purposes relating to billing and levels of service usage is generally provided on a monthly basis. Information for other purposes is provided as it is needed.

As permitted by the Cable Act, we may also from time to time disclose lists of our subscribers to third parties for purposes other than those referred to above. Those lists may contain your name and address, so long as we have given you the opportunity to prohibit or limit such disclosure, and we do not also reveal, directly or indirectly, the extent of any viewing or other use of the services we provide to you or the nature of any transaction you make using those services. This permits us, among other things, to disclose your name and address to charities, advertisers, direct mail marketers and telemarketers for use in telephone or mail solicitations, market research or other purposes. You have the right to elect not to be included on such a list. If you do not desire to be included on any such list, you may "opt out" by completing the "Mailing List Opt-Out Form" that is included with this notice. [Your election to opt-out of disclosure to non-cable related third parties affects only disclosure under that circumstance and not any other.]

If you use the Mediacom Online® Internet access service or our Phone service to send or receive an e-mail message or other electronic communication, the ECPA permits us to access the content of those communications. It also permits us to disclose such information to an addressee or intended recipient (or his or her agent); to a person involved in forwarding such information to its destination or when it is necessarily incident to providing service or to protect our rights or property; or to any one with the consent of the subscriber or an addressee or intended recipient (or his or her agent).

Use or Disclosure of CPNI

Except as required by law, we do not disclose this information to third parties. We do use this information to offer you new communications-related services and pricing plans. If you do not want us to use your CPNI for these purposes, please call the customer service number listed on your monthly bill or send us a written notice stating your request to:

Mediacom, P.O. Box 4580, Middletown, NY 10941.

If you would like us to offer you information on video or other non-communications services or our bundled offers, please contact us in any of the same ways. Consenting to allow us to use your CPNI will help us to offer you our newest offerings and services. Your consent will remain in effect until you notify us you want to revoke or change it. Any action you take to deny or restrict approval to use your CPNI will not affect our provision, now or in the future, of any service to which you subscribe. You may compel us to disclose CPNI to any person upon your affirmative written consent.

The Telecommunications Act permits us to use, disclose or permit access to CPNI for the following purposes:

- To initiate, render, bill and collect for voice services.
- To protect our rights or property.
- To protect users of our services and other carriers from fraudulent, abusive, or unlawful use of, or subscription to, such services.

We may also disclose your CPNI to the extent authorized or required by law.

Telephone directory listings and caller ID – We offer our Phone customers the ability to designate their listings as non-published within print or electronic directories or directory assistance services. Because of the complexity of this process and the involvement of other entities in publishing, errors may occur from time-to-time. Your name and/or telephone number may also be transmitted and displayed on a Caller ID device unless you have elected to block such information. Please note that Caller ID blocking may not prevent the display of your name and/or telephone number when you dial certain business numbers, 911, 900 numbers or toll free numbers.

Disclosure to Governmental Agencies or Otherwise Required by Law or Legal Process

It is possible that one or more third parties may seek to require us to disclose personally identifiable information about you pursuant to law through a warrant, subpoena or order issued by a court or by other governmental authority or directive or through other legal process. The Cable Act has special rules that apply to these situations. The privacy disclosure rules under the Cable Act may apply if you subscribe to any one of the services offered by Mediacom. Mediacom will disclose personally identifiable information about you when required by law, authority, directive or legal process, after giving effect to the Cable Act's requirements.

The Cable Act's requirements differ depending on whether the person or entity seeking the information is a governmental authority or not. If a person or entity that is not a governmental authority seeks personally identifiable information, then the Cable Act permits us to disclose certain information only if there is a court order authorizing or requiring such disclosure and only if we notify you of the order.

If a governmental authority seeks personally identifiable information about you, then the rules are different depending on whether the disclosure is subject to (i) the ECPA, (ii) the federal "pen register/trap and trace" statute (which we refer to as "the Register/Trace Statute") or (iii) other law including the Cable Act. If the governmental authority seeks personally identifiable information about you, the Cable Act authorizes us to disclose it pursuant to the ECAP by a court order or by subpoena for certain limited types of information that includes name, address, telephone number, billing information including payments made and method of payment.

The Cable Act may impose additional conditions on disclosure, depending on the nature of the personally identifiable information being sought. A governmental entity can obtain information about your selection of video programming only by court order and only if the governmental entity demonstrates to the court by clear and convincing evidence that you are reasonably suspected of engaging in criminal activity and that the information sought would be material evidence in the case against you. As an absolute precondition to such disclosure, you must be given the opportunity to contest in court any claims made in support of the court order sought by the governmental authority.

If the information sought by the governmental entity in a criminal proceeding relates to subscription to a service that is not a "cable service" within the meaning of the Cable Act, such as our Internet access service or a phone service, then these two additional requirements may not apply.

If a governmental authority seeks personally identifiable information about you under the ECPA or the Register/Trace Statute or under the Foreign Intelligence Surveillance Act, the power to disclose varies depending on the nature of the information sought. As noted previously, if the governmental authority wants disclosure of records revealing cable subscriber selection of video programming, then we may disclose it only if authorized or required by a court order and only if the two special requirements stated above are met.

In the case of any other kind of personally identifiable information, the information may be disclosed as permitted by the ECPA or the Register/Trace Statute, and the special requirements of the Cable Act do not have to be satisfied. If the ECPA applies and the government wants us to disclose the content of your e-mails and other electronic communications that we have stored for 180 days or less, then it must obtain a criminal warrant from a court. In the case of such content that we have stored for more than 180 days, the government can require disclosure (i) without prior notice to you if the government obtains a criminal warrant or (ii) with prior notice to you if the government obtains a warrant, subpoena or order from a court, obtains a grand jury or trial subpoena or issues an "administrative subpoena," which is an order to disclose that is issued by the government itself, rather than by a court. Under the ECPA, if the government wants us to disclose your subscriber record information (but not the content of your communications), then it may require us to do so, without prior notice to you or your consent, by obtaining a criminal warrant or a subpoena or order from a court or by issuing an administrative subpoena.

The information that can be required under an administrative subpoena is limited to:

- Subscriber name and address.
- Records of local and long distance telephone connection and session times and duration.
- Length of service (including start date) and types of service utilized.
- Telephone number, instrument number or other subscriber number or identity, including any temporarily assigned network address.
- The means and source of payment by the subscriber (including any credit card or bank number).

The information that can be required under a warrant, subpoena or other order of a court is not so limited. To obtain such a court order, however, the government must meet certain requirements specified in the ECPA, including presenting facts that show there are reasonable grounds to believe that the information sought is relevant and material to an ongoing criminal investigation.

The Register/Trace Statute authorizes the government to obtain, without notice to you or your consent, a court order requiring us to capture, record and disclose to the government the telephone numbers, e-mail addresses and similar identifiers that you call or send communications to or that call you or send you communications using any Mediacom Phone or Internet access service. A federal or state governmental authority may obtain the order upon the certification by the appropriate government lawyer or officer that the information likely to be obtained is relevant to an ongoing criminal investigation.

In addition to the above, if you subscribe to any of our Internet or phone services, the ECPA permits us to disclose the contents of your e-mail or other communications to a law enforcement agency if we reasonably believe that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay. We may do so without prior notice to you, without your consent and without being required to do so by a warrant, subpoena, court order or law. Examples of situations in which we might make such disclosures are where we reasonably believe that there is an immediate risk of suicide or terrorist activity.

The ECPA provides for other exceptional circumstances under which we may be compelled or permitted to disclose information about you or the content of your communications. For example, the content of your e-mail or other communications may be disclosed to law enforcement agencies if it appears to be evidence of child pornography, or was inadvertently obtained by us and appears to pertain to the commission of a crime.

How Does Mediacom Protect Personally Identifiable Information and CPNI?

We follow industry-standard practices to take such actions as are necessary to protect against unauthorized access to personally identifiable information or CPNI. However, we cannot guarantee that these practices will prevent every unauthorized attempt to access, use or disclose such information.

Time Period During Which We Retain Personally Identifiable Information

Mediacom maintains personally identifiable information about you in our regular business records while you are a subscriber to our cable service or other services. We also maintain this information for a period of time after you are no longer a subscriber if the information is necessary for the purposes for which it was collected or to satisfy legal requirements. These purposes typically include business, legal or tax purposes. If these purposes no longer apply, we will destroy the information according to our internal policies and procedures.

Access to Our Records About You

Under the Cable Act, cable customers have the right to inspect our records that contain personally identifiable information about them and to have a reasonable opportunity to correct any errors in such information. If you wish to exercise this right, please notify us at the local Mediacom office specified on your bill and we will contact you to arrange a mutually convenient time during our regular business hours.

If you make an affirmative, written request for a copy of your CPNI, we will disclose the relevant information that we have collected to you, or to any person properly designated by you, if we reasonably believe the request is valid. Subscribers to our phone services should be aware that we cannot correct any errors in customer names, addresses or telephone numbers appearing in, or omitted from, our or our vendors' directory lists until the next scheduled publication of those directory lists. Further, we may have no control over information appearing in the directory lists or directory assistance services of directory publishers or directory assistance providers which are not owned by us or our subsidiaries.

Your Rights Under the Cable Act

The Cable Act provides you with a cause of action for damages, attorneys' fees and costs in Federal District Court if we violate the Cable Act's limitations on the collection, disclosure and retention of personally identifiable information about you. The subscriber, customer or other service agreement applicable to you may provide that, to the extent permitted by law, any claims that you have under the Cable Act will be decided in arbitration and attorneys' fees and punitive damages will not be available.

Contact Your Local Mediacom Office If You Have Questions

If you have any questions about our policies described in this notice, please contact your local Mediacom office at the address and telephone listed on your bill (or, if you have not yet been billed, on the service order you signed to subscribe to the service).

MAILING LIST OPT-OUT FORM

Please remove me from mailing lists and other voluntary disclosures of my name and address to third parties for non-cable purposes. I understand that this election does not apply and is subject to the other provisions of the Mediacom privacy policy and applicable law which permit or require disclosure of my name and address to law enforcement agencies or officers; in response to warrants, subpoenas and court orders; or if Mediacom reasonably believes that an emergency involving immediate danger of death or serious physical injury to any person requires disclosure of the information without delay.

To ensure we are able to process your request, please fill in all information accurately and completely, sign this form and return it to:

Mediacom Communications Corporation
Attn: Marketing Department
100 Crystal Run Rd.
Middletown, NY 10941

Please DO NOT mail with your bill. If you change your mind and want to include your name and address on mailing lists we provide to other businesses, please contact your local Mediacom office.

Please Print Clearly

Name: _____ **Street:** _____ **City:** _____ **State:** _____ **Zip:** _____

Mediacom Account #: _____ **Phone Number:** _____ **Signature:** _____ **Date:** _____

PRIVACY NOTICE

Subscriber Agreement (Customer Copy)

Service Terms and Conditions **(Not applicable to the City of Dubuque, Iowa, customers, who will receive a separate agreement.)**

At the request of the Customer, Mediacom has installed services and equipment to provide such services which have been expressly authorized by the customer at time of installation. In consideration of the installation and provision of Services, Customer and Mediacom agree as follows:

Equipment

Ownership of Equipment. For purposes of this agreement, "equipment" includes all Equipment installed in or on Customer's premises by Mediacom including, without limitation, converter, wiring, decoders, terminal, channel selectors, remote controls, cable modems, and multimedia terminal adapters. The Equipment shall remain the sole and exclusive property of Mediacom, unless otherwise specified in writing by Mediacom or as provided by the FCC's inside wiring regulations.

Tampering/Misuses. Customer shall not alter, misuse, abuse, appropriate, remove, repair or in any manner tamper with the Equipment. Nor shall the Customer remove from the equipment any markings or labels affixed therefore indicating ownership of the Equipment. Equipment cannot be removed from the Customer's premises and used in another location without Mediacom's prior express permission.

Outlets. Customer shall not disturb, alter, or remove outlets or any other Equipment and will safeguard such outlets and equipment from damage and will not permit anyone other than a Mediacom representative to perform any work on the outlet or other Equipment. Any additional outlets that do not meet Mediacom wiring specifications will be rewired by Mediacom; and Customer will be charged an installation fee for the additional outlet.

Damaged Lost or Stolen. Customer is responsible for the safekeeping of all Equipment placed in or on Customer's premises. In the event that the Equipment is destroyed, damaged, lost or stolen while in the customer's possession, the Customer shall be liable for the cost of repair or replacement of the Equipment.

Termination of Services. Upon termination of services for any reason, Customer's right to possession of Equipment shall likewise cease and terminate. Customer agrees to immediately return all Equipment in the operating condition as when received (reasonable wear and tear excepted) directly to Mediacom or a representative thereof except as may otherwise be required by FCC's inside wiring regulations. If Customer fails to return the Equipment, Customer agrees to pay Mediacom the sum of up to $125 for each non-addressable converter, $300 for each addressable converter, $500 for each digital converter box, up to $85 for each remote control unit, up to $139 for each modem, up to $150 for any multimedia terminal adapter, and the replacement cost (without deduction for depreciation, wear and tear, or physical condition) for any other item of equipment that is not so returned. In the event that Customer fails or refuses to promptly return the Equipment, Mediacom may enter premises where the Equipment may be located for the purpose of discontinuing Service and/or removing said equipment. Customer understands and agrees that all unreturned Equipment will be charged to the customer's credit card or bank account consistent with prior authorization as required by law.

Services Rates and Charges

Payment. Customer agrees to pay for all Services provided to Customer including charges for installation, Equipment, Services provided on a per-channel or per-programming basis any other Services provided by all applicable local, state or federal fees, taxes and surcharges. Monthly recurring charges are billed in advance and non-recurring charges are billed in arrears. All charges are due upon receipt of bill or by date specified on the billing statement for each period.

Changes in Service and Charges. Customer understands and agrees that, from time to time, Mediacom may change or delete its Services, and may change its Service and other charges. Mediacom will give Customer reasonable prior notice of increases or other changes in its charges in conformity with applicable law and any applicable subscriber agreements, tariffs, or terms and conditions which, together with the terms and conditions of this agreement form the complete agreement between Customer and Mediacom ("Agreement"). Customer further understands and agrees that, without liability to Mediacom, the content, programs and/or formats of the Services may be discontinued, modified, or changed by the owners of such services at any time without prior notice to the Customer. Customer acknowledges that Mediacom cannot control the lawful "blacking out" of certain special events or programs, and Mediacom has no responsibility therefore.

Late Charges. Customer understands Mediacom may impose an administrative late fee for each month's charges not paid when due.

Other Charges. If Customer pays the bill to a field collection representative, a collection field fee will be charged. If Service is disconnected, Mediacom may impose a reconnect charge and/or security deposit, in addition to any outstanding balance, including late charge, before service is restored. If Customer's check is returned for insufficient funds Mediacom may impose a service charge up to $30.00 subject to applicable law. If Customer has no paid amounts due hereunder within 30 days of the due date therefore, and it is reasonably necessary for Mediacom to use the services of a collection agency and/or attorney to collect said amounts due, the Customer agrees to pay to Mediacom, in addition to other amounts due, all reasonable agency and attorneys fees that are incurred by Mediacom, including without limitation, court costs. If a voluntary or involuntary petition in bankruptcy is filed by or against Customer, Mediacom may require a reasonable security deposit to continue service.

Transfer of Account of Change in Residence. Customer may not assign or transfer obligations or rights contemplated by the Agreement without express written consent of Mediacom. Unless consent is granted, all accounts must be closed and reopened under the name of a new customer for issuance of a new account number.

Theft of Service. The receipt of Services without proper payment to Mediacom is a crime. Customer understands that the law prohibits: 1) theft or unauthorized reception of cable programming; 2) assisting theft or unauthorized reception of cable programming (including the manufacturing or sale of equipment intended for such unauthorized use); and 3) willful damage, alteration or destruction of Equipment. Customer can be subject to both civil and criminal penalties for such conduct.

Operation Maintenance and Repair

Service and Repairs. Mediacom undertakes reasonable efforts to maintain the system and respond to service calls in a timely manner. Mediacom will repair damage to Equipment, or interruption of Service, due to reasonable wear and tear or technical malfunction. Physical damage to Equipment caused by Customer's intentional or negligent misuse is the sole responsibility of the Customer who shall pay Mediacom its then current rate for the cost of repair or replacement.

Access on Premises. Mediacom may enter into, upon and over Customer's premises periodically to install, connect, inspect, maintain, repair or alter its outlets and Equipment. To the extent the same is consistent with the Customer's ownership of the premises, Customer grants Mediacom a temporary and permanent easement to construct, install, maintain and/or replace cable television transmission lines and all other Equipment necessary in connection with the provision of Services.

Customer as Renter. In the event Customer is not the owner of the premises upon which Mediacom outlet and Equipment are to be installed. Customer warrants to Mediacom that he/she has obtained the consent of the owner of the premises for Mediacom to make installation and maintenance contemplated by this Agreement. If Customer is not the owner of such premises, Customer agrees to indemnify and hold Mediacom harmless from and against any claims of the owner arising out of the performance of this Agreement.

Customer's Equipment. Mediacom shall not have any responsibility for the operation, maintenance or repair of any customer equipment, including, but not limited to, televisions, VCRs, audio receivers and other devices. Without limiting the foregoing, Mediacom shall have no liability for lightning damage to any such customer equipment. Customer shall not connect more than one television and/or stereo to an outlet without notifying Mediacom of the connection.

Service Interruptions. In the event of complete failure of service for twenty-four (24) consecutive hours or more, Customer (except Illinois residents) is entitled to a prorated credit upon request. In the event of an outage during a live or special pay-per-view event ordered by Customer, upon request, Customer is entitled to a prorated adjustment of the event fee based upon the number of minutes of the outage. To qualify for an adjustment, Customer must request a credit within thirty (30) days of the failure. Mediacom shall assume no liability for interruption of Service or alterations in programming due to circumstances beyond its control, including without limitation, acts of God, natural disaster, fire, civil disturbance, strike or weather. Service interruption credits for Illinois residents shall be calculated and applied pursuant to state law.

Termination: Miscellaneous

Termination by Customer. A customer (except Illinois residents) must provide Mediacom with at least 7 days advanced notification to terminate Service. A customer may initiate Service termination by either a) notifying Mediacom's business office, or a representative thereof, during normal business hours and scheduling a physical disconnection of Service and equipment recovery, or b) by directly and personally surrendering all rented equipment to a Mediacom office. Account holders are liable for all Services rendered by Mediacom up to the time the account has been deactivated and for Mediacom equipment until it is returned. Termination by Illinois residents shall be handled in accordance with state law.

Compliance with Agreement: Acceptance of Service implies acceptance of the terms and conditions herein and in the Agreement. Mediacom specifically reserves the right to suspend performance or terminate Services for breach of any of the policies, terms and conditions of the agreement. It is mutually agreed and understood that should any provision of the Agreement be ruled invalid by a court of competent jurisdiction, all remaining provisions shall remain in full force and effect as if judicially declared invalid provisions were originally deleted here from.

Limitation of Liability. Mediacom shall not by liable for any substitution, discontinuation or modification of any programming.

Amendment. Mediacom may amend the terms and conditions of the Agreement upon reasonable prior written notifications to Customer or by such other means permitted by law.

Notifications. Customer acknowledges receipt of a Privacy Notification as required by the Cable Communications Privacy Act of 1984. Mediacom will provide a new notice each year required by law.

No representations, statements or warranty, other than specifically set forth in this Agreement, shall be binding upon Mediacom. The Customer accepts the terms and conditions as stated in this agreement and as stated in other documents that Customer acknowledges receiving herein and to which Customer agrees to be bound. The same are also acknowledged by Customer to constitute the entire Agreement between the Customer and Mediacom. No undertaking, representation or warranty made by any agent or representative of Mediacom in connection with the installation, maintenance or providing of Mediacom services shall be binding on Mediacom unless expressly included or acknowledged herein. The Customer also acknowledges that all the work has been completed in a satisfactory manner.

This Is Why

I Love My Job

"Why do I love my job? Because Mediacom's a great place to work. My extra sales efforts pay off with more than a pat on the back – I see it in bigger paychecks. My job's not only fun, but I get to help people every day and turn them on to new services that are fun and improve their lives. Plus, I get free cable TV!"

– Melanie
Mediacom Residential Marketing Specialist

Mediacom®

Get Great Employee Benefits, Including:

Free Cable and Discounted Services
Health, Vision and Dental Insurance
Paid Training
401(k) Savings Plan with Company Match
Education Reimbursement

To view all the job opportunities in your area or to apply online, visit **http://careers.mediacomcc.com**

EOE m/f/d/v

Subscriber Agreement (Mediacom Copy)

SUBSCRIBER AGREEMENT

Service Terms and Conditions **(Not applicable to the City of Dubuque, Iowa, customers, who will receive a separate agreement.)**

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Account No. _____ **Customer Signature** _____ **Date** _____

Forget about video store hassles forever.
We're never out of your favorite titles, and there's never a late fee.
Plus, many movies are available On Demand 28 days before
Netflix and Redbox have them! Nobody makes it easier to see
hit movies at home than Mediacom.

Call 866-928-2225 today!

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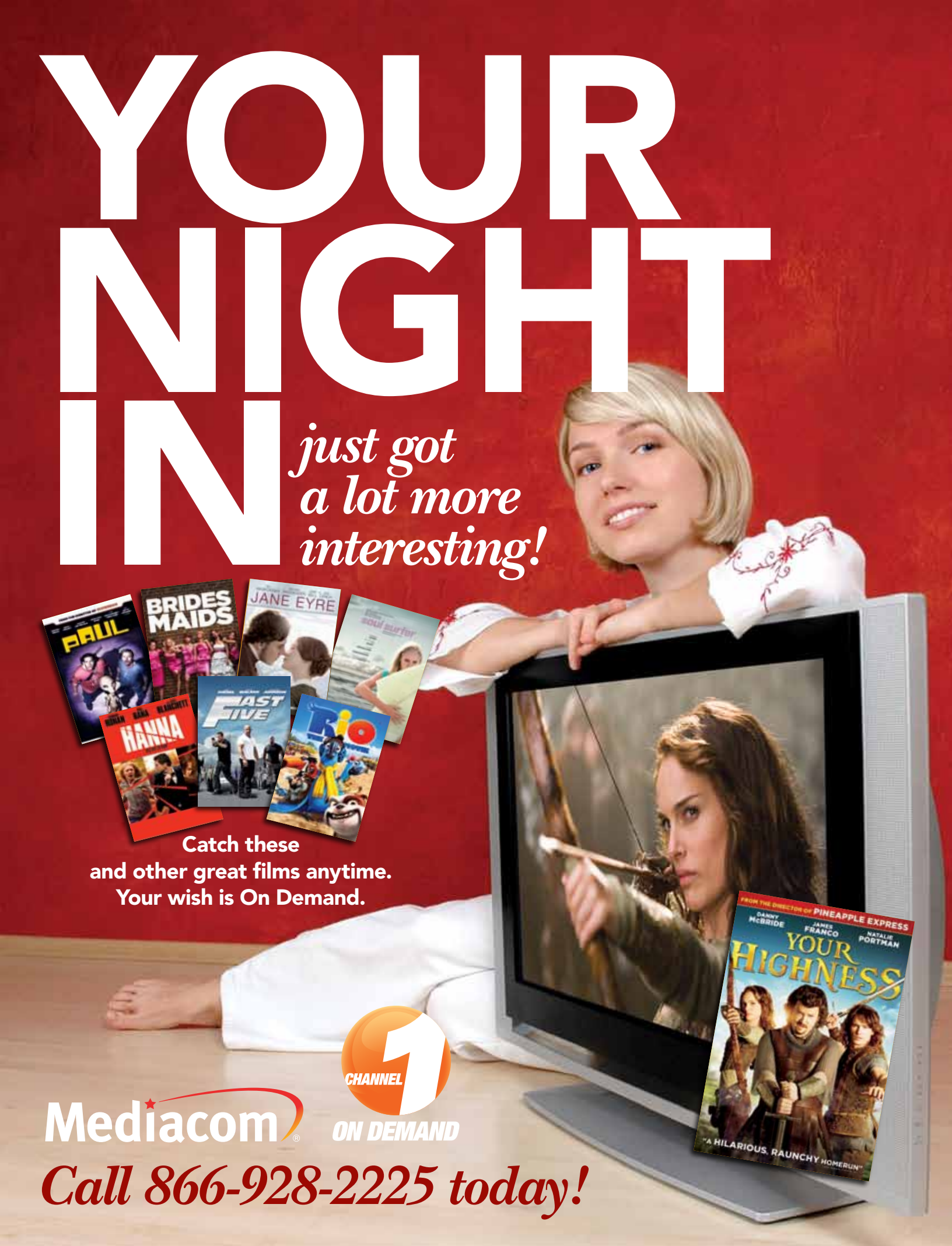
Mediacom

YOUR NIGHT IN

just got a lot more interesting!

Catch these and other great films anytime. Your wish is On Demand.



CHANNEL 1 ON DEMAND

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Call 866-928-2225 today!